User Manual

Skype / PSTN Gateway
Built-in Answering Machine

SPG-11

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1- Introduction

SPG-11 is Pluscom's latest USB interface voice gateway. It supports call transfer between Skype and PSTN and secondary dialing. SPG-11 enables ordinary desktop telephone to dial and receive Skype calls. When the user is not available, SPG-11 can forward SKYPE call to mobile phone or any other specified number. With SPG-11 installed on one's computer, the user can use mobile phone to dial pre-set user on Skype.You can manage Skype™ voice mail in regular phone.SPG-11 is a bridge between SKYPE and traditional telephone (PSTN).The built in Answering Machine with configurable greeting massage helps you record local voice mail and guides you to Forward Calls. It has the richest functions and features among USB voice gateways available in the market.

After you follow the simple installation you will be able to do the following:

- Continue to make and receive regular calls as you normally do
- Make and receive Skype™ calls using your standard telephone
- Forward Skype™ calls to your mobile phone
- Make Skype™ calls from your mobile phone even when you are away from your computer
- Switch between a Skype™ call and a regular phone call
- Check Skype™ voicemail from your handset
- Use the Pluscom Gateway as an Answering Machine for PSTN and VoIP calls
- Record incoming Skype™, PSTN and forwarded calls as wave (WAV) files

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2- Before You Begin

Before you begin installing and configuring your Skype Voip Gateway, make sure to check the following :

2.1 Package Contents

The Skype VoIP Gateway package includes the
1. Pluscom Skype VoIP Gateway
2. USB Cable
3. Telephone Cable
4. AUTORUN CD-ROM
5. Quick Installation Guide

2.2 Requirements

In order to install the Skype VoIP Gateway you will need the following:
1. Skype VoIP Gateway
2. USB cable
3. RJ11 cable
4. Telephone (regular telephone, cordless phone, DECT phone …)
5. Telephone service (for conf call, 3 way calling and forwarding features)
6. Broadband internet service is recommended
7. PC with the following minimum specifications:
   - Pentium 400MHz or equivalent
   - Windows 2000 or XP
   - Available USB port (1.0, 1.1 or 2.0)
   - Skype™ version 1.1 or higher (www.skype.com) must be installed
   - 128MB RAM
   - 10MB available hard disk space
   - CD-ROM drive to install Skype VoIP Gateway software from the supplied CD-ROM

8. Recommended PC specification for optimal performance:
   - Pentium 1GHz or equivalent
   - Windows 2000 or XP
   - Available USB port (1.0, 1.1 or 2.0)
   - Skype™ version 1.3 or higher (www.skype.com) must be installed.
   - 256MB RAM
   - 30MB available hard disk space
   - CD-ROM drive to install Skype VoIP Gateway software from the supplied CD-ROM

Note that the Skype VoIP Gateway must be connected directly to the PC USB port or to an AC Powered USB hub. It CANNOT be installed on a bus powered USB hub.

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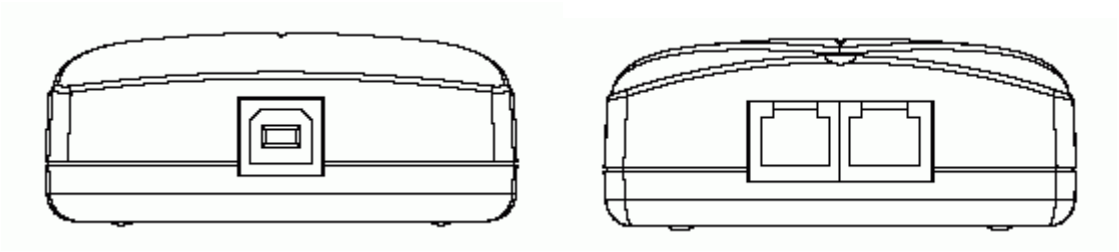
3- Overview

3.1 Skype VoIP Gateway Overview

3.1.1 Ports



USB port: Connect the USB cable to the Skype VoIP Gateway USB port. The other end of the USB cable must be connected to a USB port on your computer, or to an AC Powered USB hub. The Skype VoIP Gateway MUST not be connected to a bus powered USB hub.
PHONE Jack: Connect a standard telephone handset to the Skype VoIP Gateway phone jack using a telephone cable.
LINE Jack: Connect a telephone cable between the Skype VoIP Gateway line jack and a wall jack.

3.2.2 LED Description

Power LED: The LED stays lighted to indicate the system is power on properly.

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4- Installing Gateway

4.1 Skype VoIP Gateway Installation

DO NOT CONNECT THE SKYPE VOIP GATEWAY TO YOUR COMPUTER UNTIL INSTRUCTED TO DO SO BY THE SKYPE VOIP GATEWAY INSTALLATION WIZARD

The following instructions will guide you through the process of installing the Skype VoIP Gateway.
The installation procedure is to:

- Install Skype™
- Start the Skype VoIP Gateway SW installation (step 1 below)
- Plug in the Skype VoIP Gateway WHEN INSTRUCTED TO DO SO
- Verify the installation is OK
- Connect a telephone handset to the Skype VoIP Gateway
- Connect the Skype VoIP Gateway to the wall jack. Note that this is optional and only required for the forwarding features.
- Use your Skype VoIP Gateway to make and receive Skype™ calls

The detailed instructions follow:
If Skype™ is not already installed on your computer, visit http://www.skype.com and follow the instructions there to install Skype™. Verify that Skype™ is working before installing the Skype VoIP Gateway.

We strongly recommend you to update the latest Skype due to the one could provide better performance and resolve some problems than the older one.

4.1.1Windows XP

Step 1:
Please insert the CD into your CD-ROM drive.
The CD should auto-start, displaying the following window. If it does not start, click on **Start – Run** and type in **CD: \autorun.exe** (where CD is the drive letter of your CD-ROM drive.) Click **"USB Driver "**.

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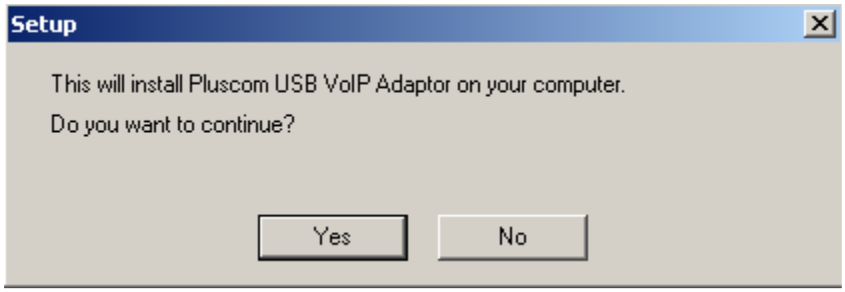
Step 2:
Click **"Yes "**.



Step 3:
Check the **"I have read and agree to the terms and conditions as stated above "checkbox** and then click **"Agree "**.

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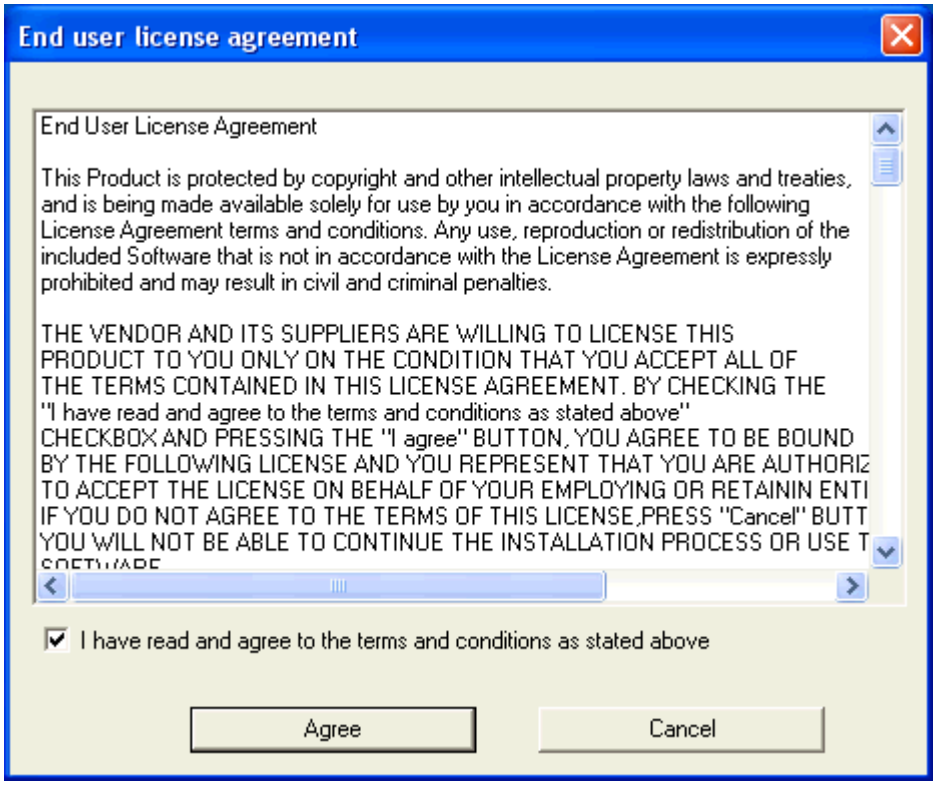
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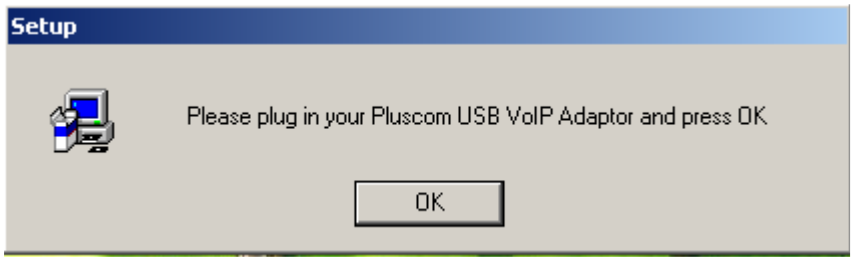
I have read and agree to the terms and conditions as stated above
Agree
Cancel

Step 4:
Please Plug In your Personal VoIP Adaptor and then click **" OK "**.



Step 5:

Connect the USB cable to the Skype VoIP Gateway USB port.
The other end of the USB cable must be connected to a USB port on your computer, or to an AC Powered USB hub.

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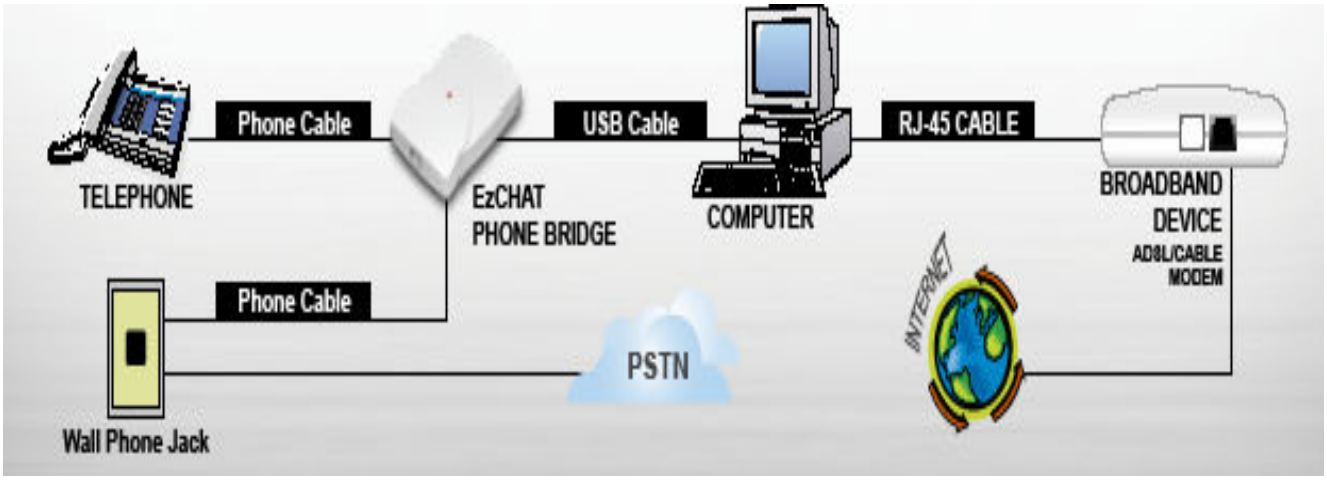

The Skype VoIP Gateway MUST not be connected to a bus powered USB hub.

Step 6:
Check the option **" Install the software automatically [Recommended] "** and then click **"Next"**.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
USB Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Step 7:
Please wait while the wizard installs the software…

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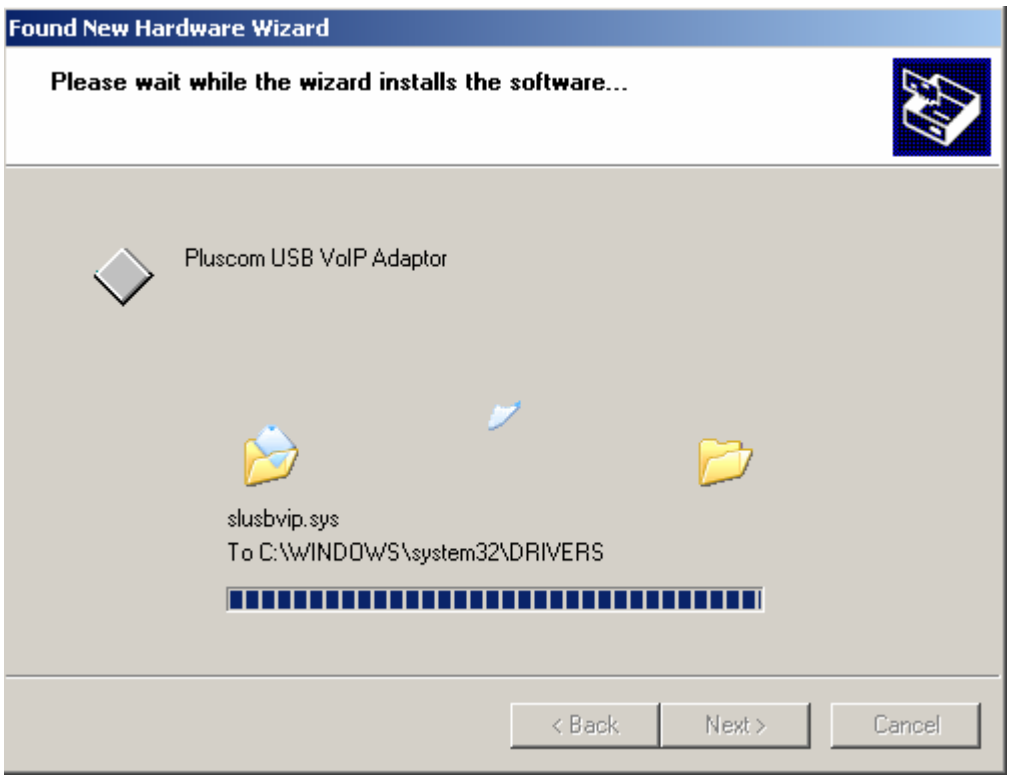
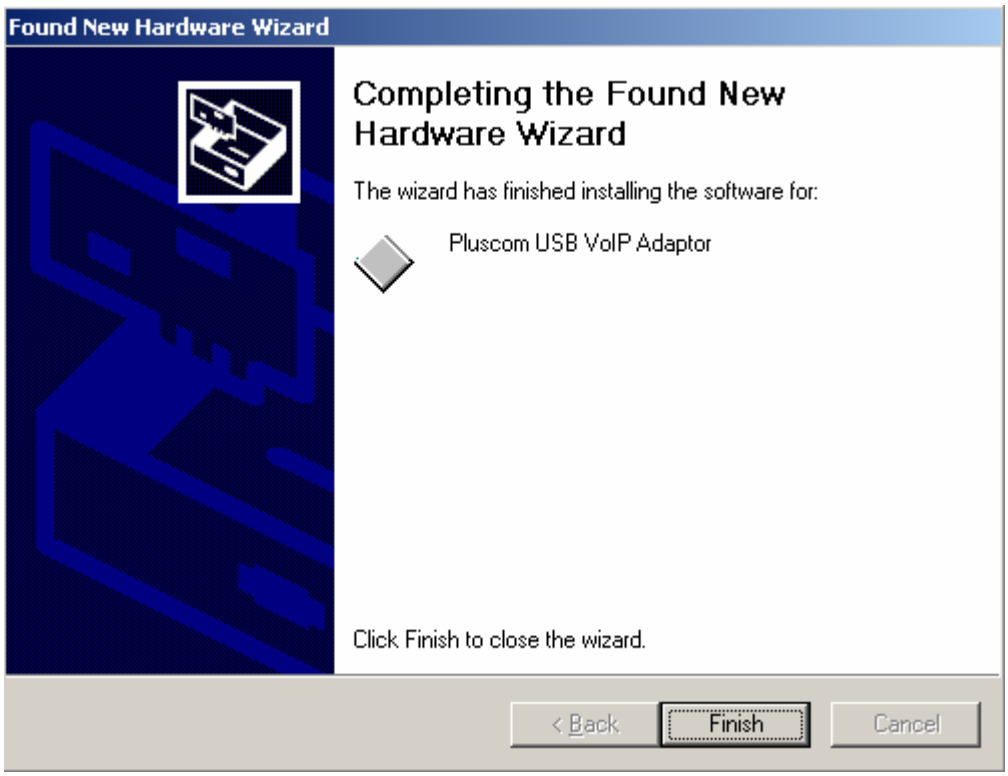


Step 8:
The wizard has finished installing the software and then click **" Finish "**.


Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
Pluscom USB VoIP Adaptor
Click Finish to close the wizard.
< Back
Finish
Cancel

Step 9:

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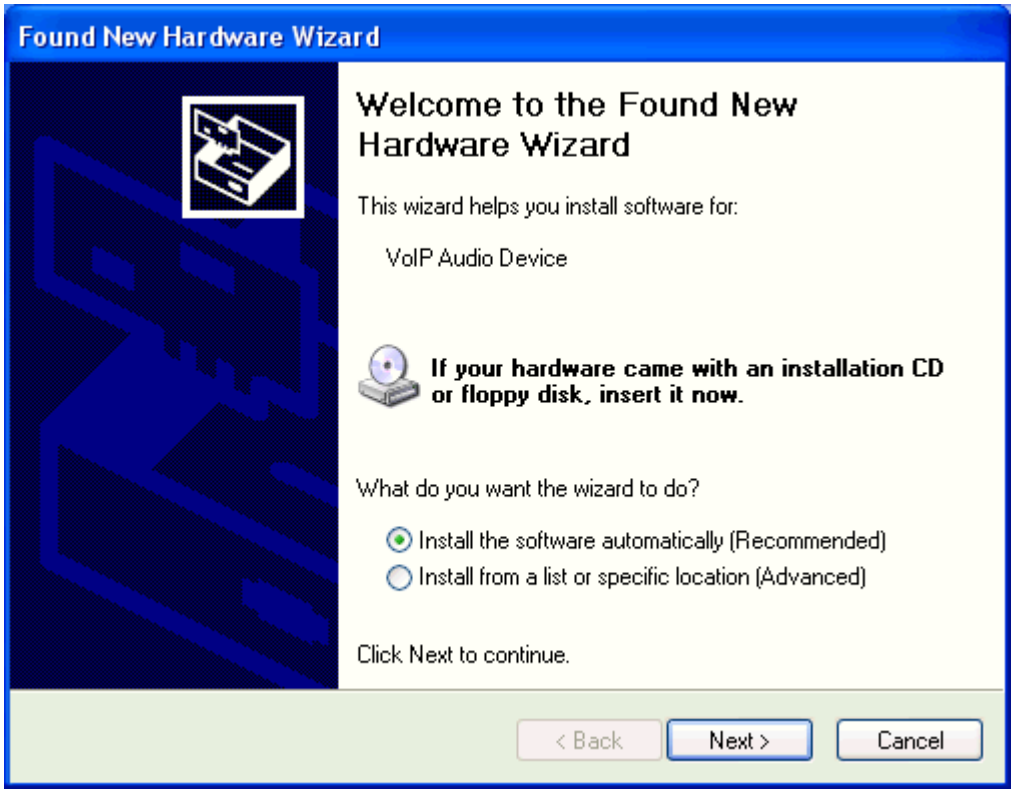
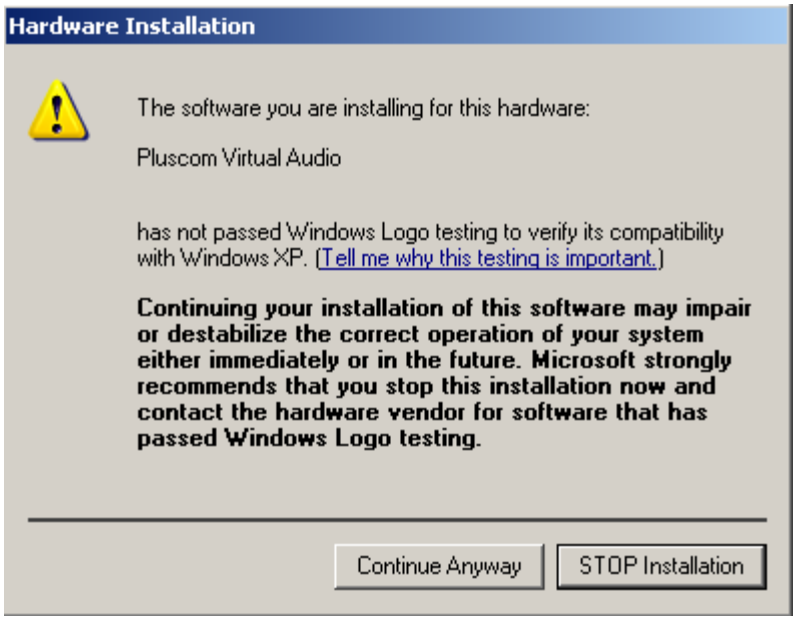
Check the option **" Install the software automatically [Recommended] "** and then click **"Next"**.


Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
VoIP Audio Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Step 10:
Click **" Continue Anyway "**.


Hardware Installation
The software you are installing for this hardware:
Pluscom Virtual Audio
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

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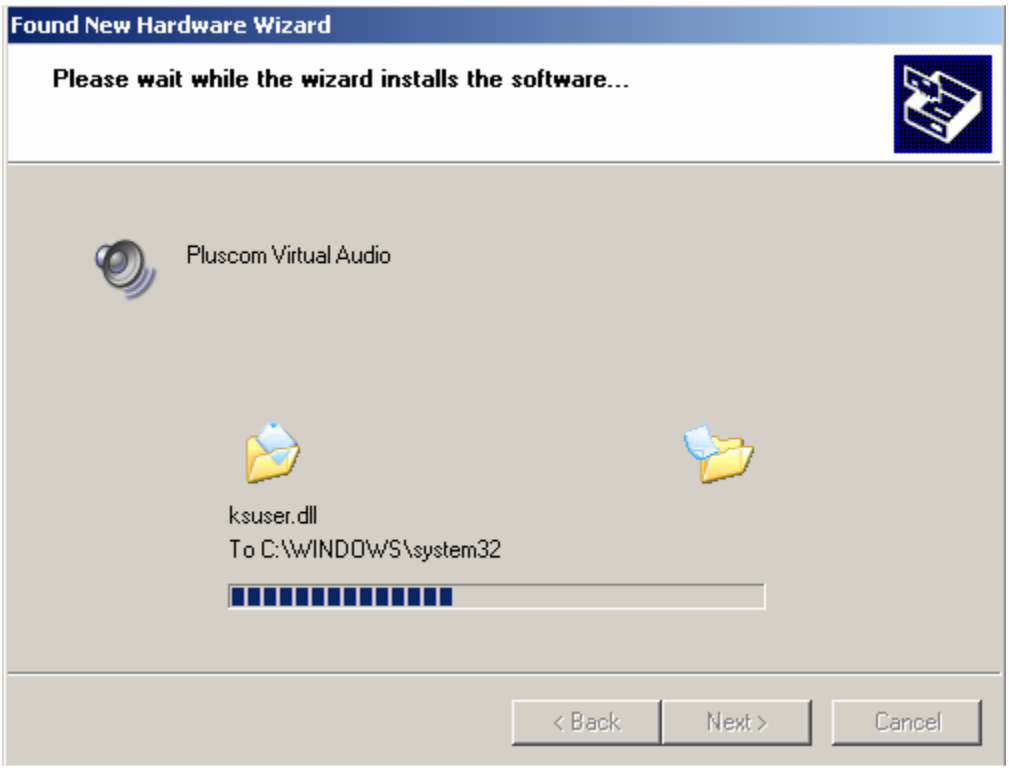
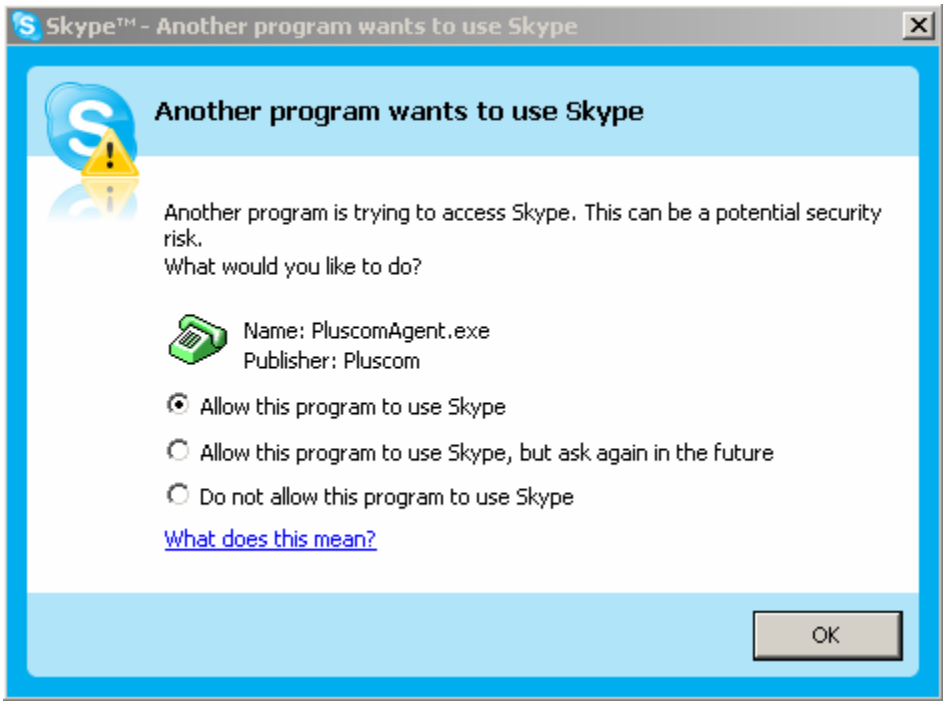
Step 11:
Please wait while the wizard installs the software…



Step 12:
Check the option **" Allow this program to use Skype "** and then click **" OK "**.


Skype™ - Another program wants to use Skype
Another program wants to use Skype
Another program is trying to access Skype. This can be a potential security risk.
What would you like to do?
Name: PluscomAgent.exe
Publisher: Pluscom
Allow this program to use Skype
Allow this program to use Skype, but ask again in the future
Do not allow this program to use Skype
What does this mean?
OK

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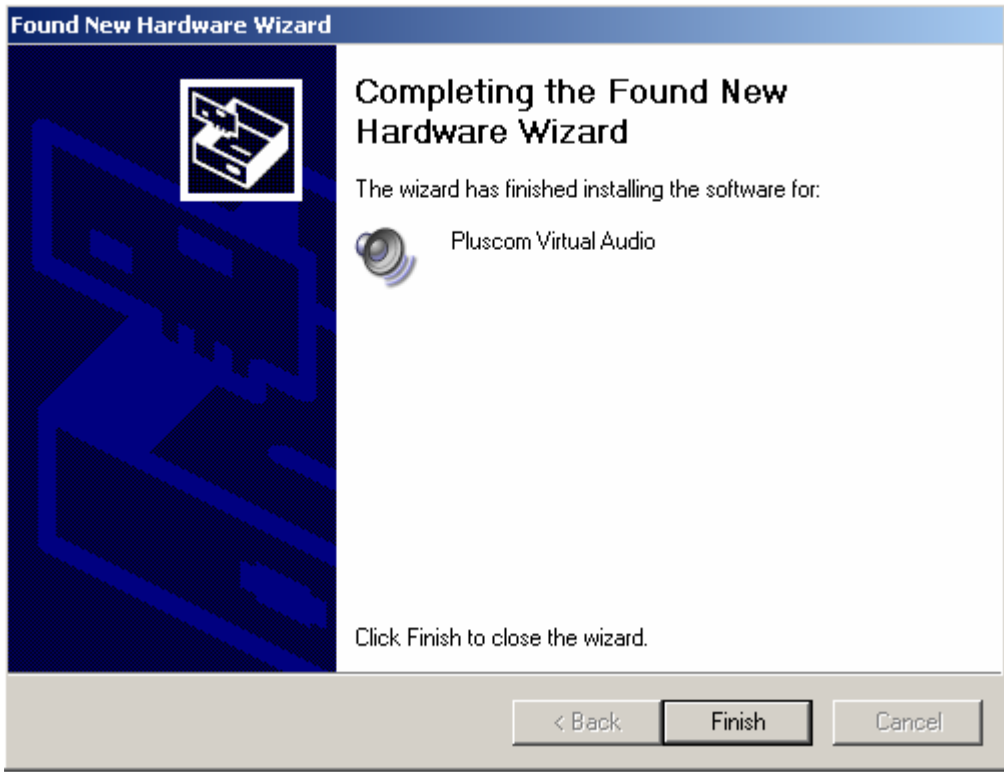
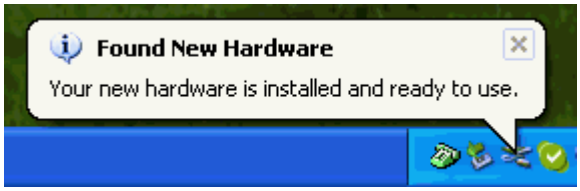
Step 13:
The wizard has finished installing the software and then click **" Finish "**.



Step 14:
When the installation completes you should see the following message appear near your system tray and a new telephone icon (circled in red below) in your system tray as shown below.
The telephone icon indicates that the Skype VoIP Gateway software is installed and running and that you can start making calls via Skype™ and the Skype VoIP Gateway.



Step 15:
Connect a standard telephone handset to the Skype VoIP Gateway phone jack using a telephone cable

Step 16:
Connect a telephone cable between the Skype VoIP Gateway line jack and a wall jack.

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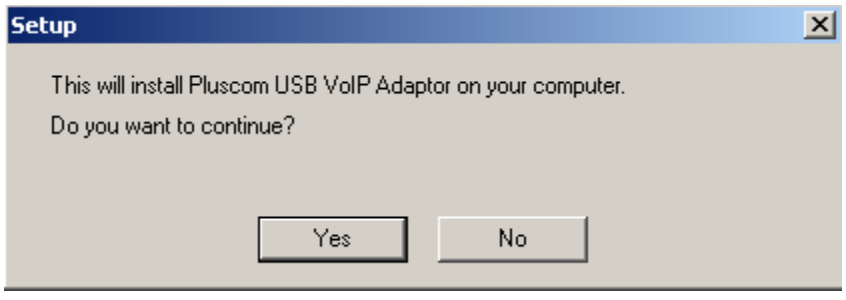
4.1.2 Windows 2000

Step 1:
Please insert the CD into your CD-ROM drive.
The CD should auto-start, displaying the following window. If it does not start, click on **Start – Run** and type in **CD: \autorun.exe** (where CD is the drive letter of your CD-ROM drive.) Click **" USB Driver "**.

Step 2:
Click **"Yes "**.



Step 3:
Check the **" I have read and agree to the terms and conditions as stated above "** checkbox and then click **" Agree "**.

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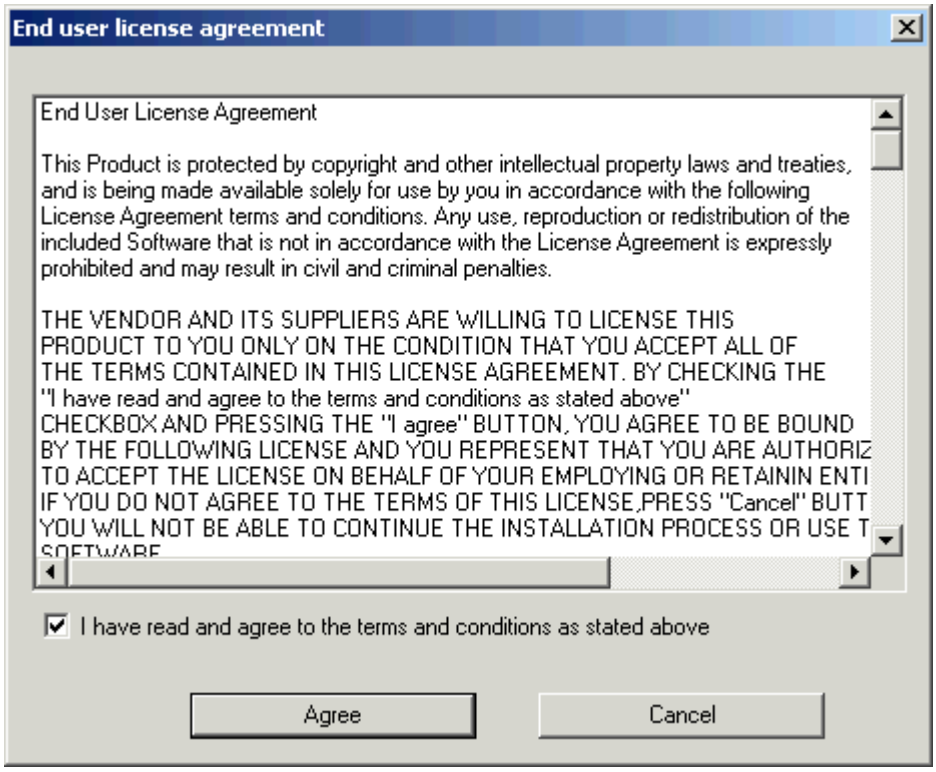
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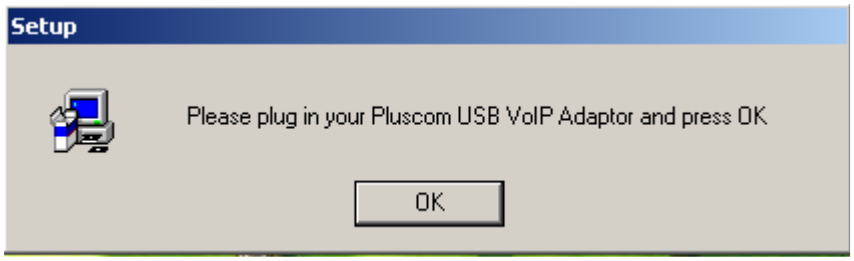
I have read and agree to the terms and conditions as stated above
Agree
Cancel

Step 4:
Please Plug In your Personal VoIP Adaptor and then click **" OK "**.



Step 5:

Connect the USB cable to the Skype VoIP Gateway USB port.
The other end of the USB cable must be connected to a USB port on your computer, or to an AC Powered USB hub.

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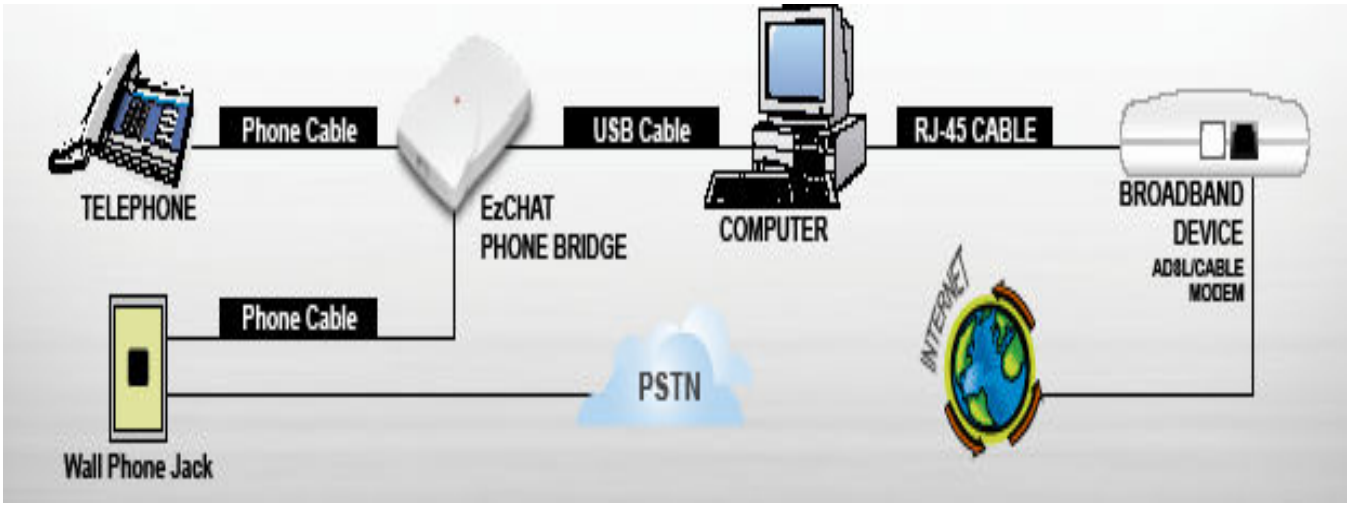

The Skype VoIP Gateway MUST not be connected to a bus powered USB hub.

Step 6:
Click **" Next "**.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install a device driver for a hardware device.
To continue, click Next.
< Back
Next >
Cancel

Step 7:
Check the option **" Search for a suitable driver for my device [recommended] "** and then click **" Next "**.

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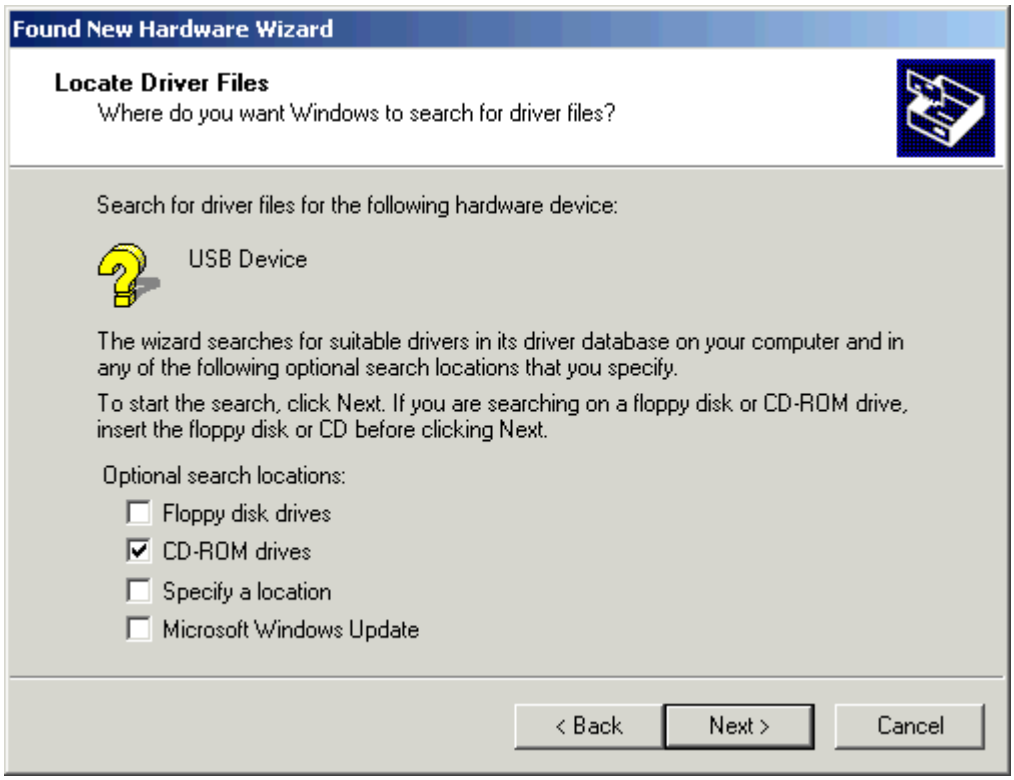
Found New Hardware Wizard
Install Hardware Device Drivers
A device driver is a software program that enables a hardware device to work with an operating system.
This wizard will complete the installation for this device:
USB Device
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.
What do you want the wizard to do?
Search for a suitable driver for my device (recommended)
Display a list of the known drivers for this device so that I can choose a specific driver
< Back
Next >
Cancel

Step 8:
Check the option **" CD-ROM drivers "** and then click **" Next "**.


Found New Hardware Wizard
Locate Driver Files
Where do you want Windows to search for driver files?
Search for driver files for the following hardware device:
USB Device
The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.
To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.
Optional search locations:
Floppy disk drives
CD-ROM drives
Specify a location
Microsoft Windows Update
< Back
Next >
Cancel

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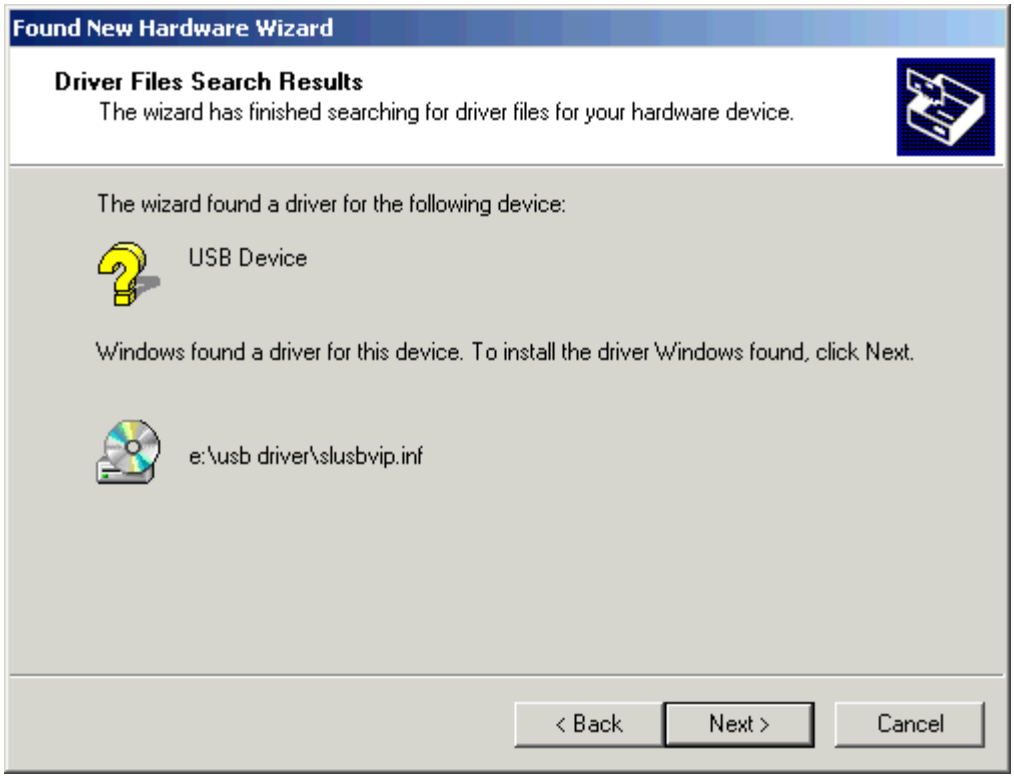
Step 9:
Click **" Next "**.


Found New Hardware Wizard
Driver Files Search Results
The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
USB Device
Windows found a driver for this device. To install the driver Windows found, click Next.
e:\usb driver\slusbvip.inf
< Back
Next >
Cancel

Step 10:
Click **" Finish "**.

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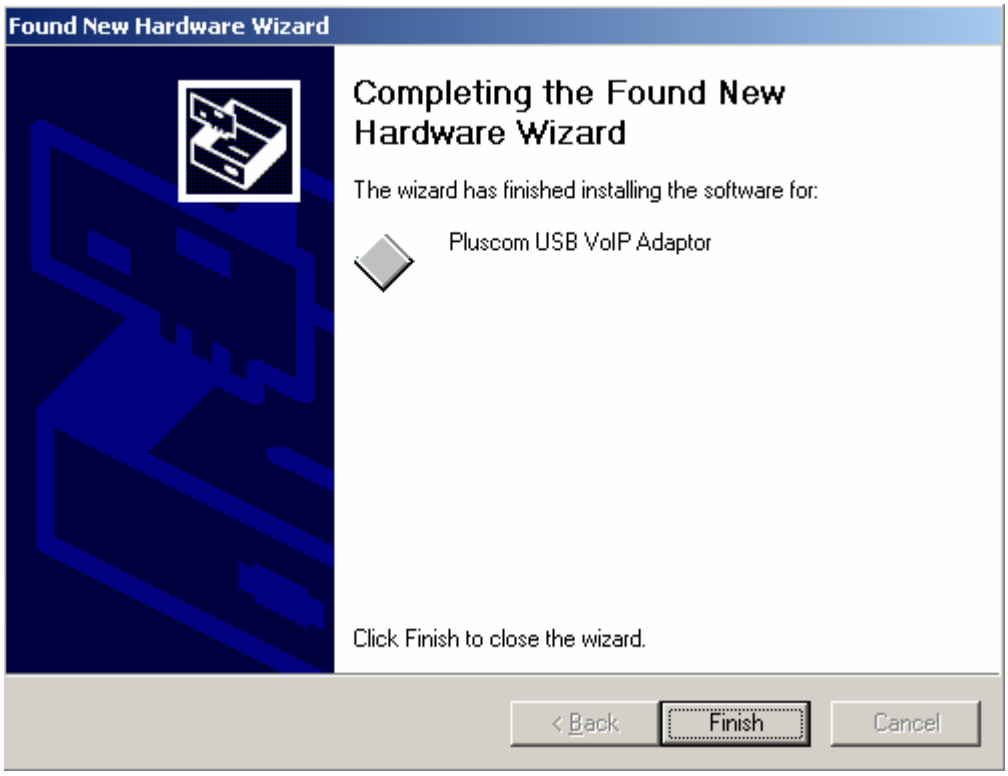
Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
Pluscom USB VoIP Adaptor
Click Finish to close the wizard.
< Back
Finish
Cancel

Step 11:
Click **" Next "**.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install a device driver for a hardware device.
To continue, click Next.
< Back
Next >
Cancel

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Step 12:
Check the option **" Search for a suitable driver for my device [recommended] "** and then click **" Next "**.

Found New Hardware Wizard
Install Hardware Device Drivers
A device driver is a software program that enables a hardware device to work with an operating system.
This wizard will complete the installation for this device:
VoIP Audio Device
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.
What do you want the wizard to do?
Search for a suitable driver for my device (recommended)
Display a list of the known drivers for this device so that I can choose a specific driver
< Back
Next >
Cancel

Step 13:
Check the option **" CD-ROM drivers "** and then click **" Next "**.

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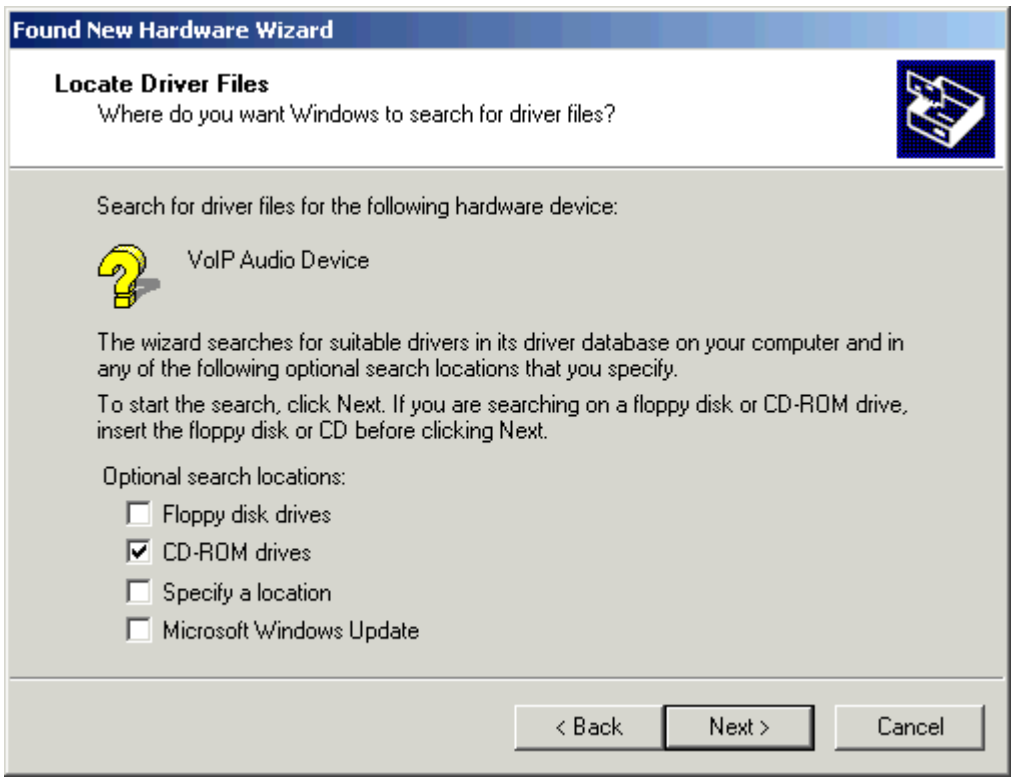
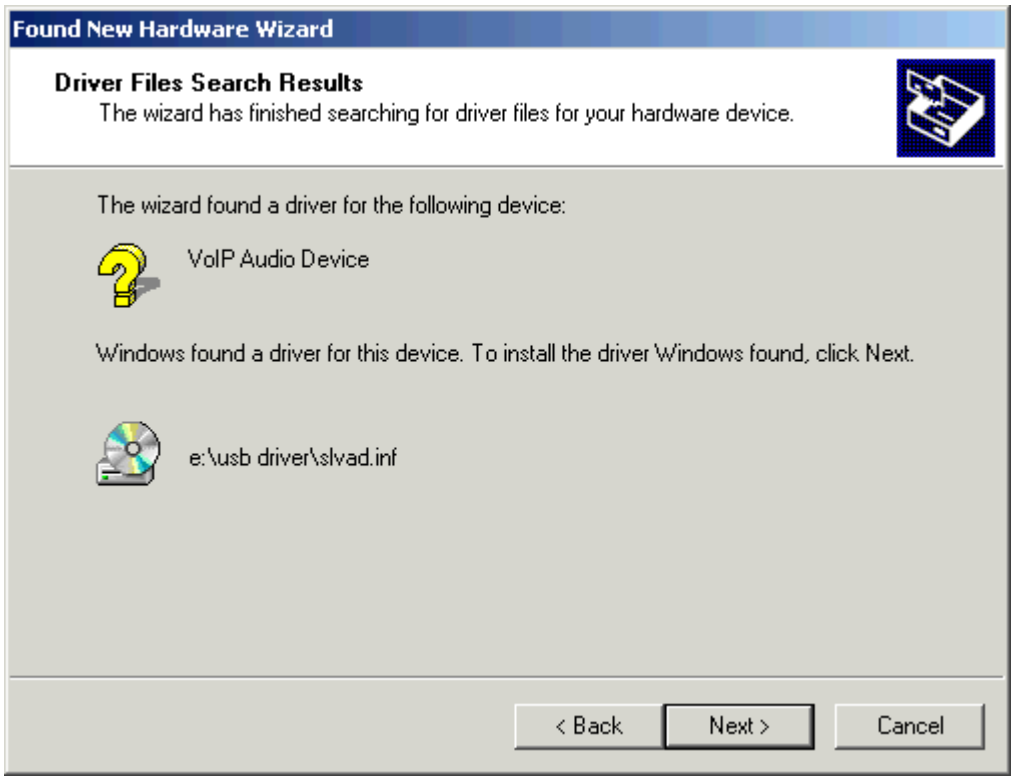

Found New Hardware Wizard
Locate Driver Files
Where do you want Windows to search for driver files?
Search for driver files for the following hardware device:
VoIP Audio Device
The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.
To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.
Optional search locations:
Floppy disk drives
CD-ROM drives
Specify a location
Microsoft Windows Update
< Back
Next >
Cancel

Step 14:
Click **" Next "**.


Found New Hardware Wizard
Driver Files Search Results
The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
VoIP Audio Device
Windows found a driver for this device. To install the driver Windows found, click Next.
e:\usb driver\slvad.inf
< Back
Next >
Cancel

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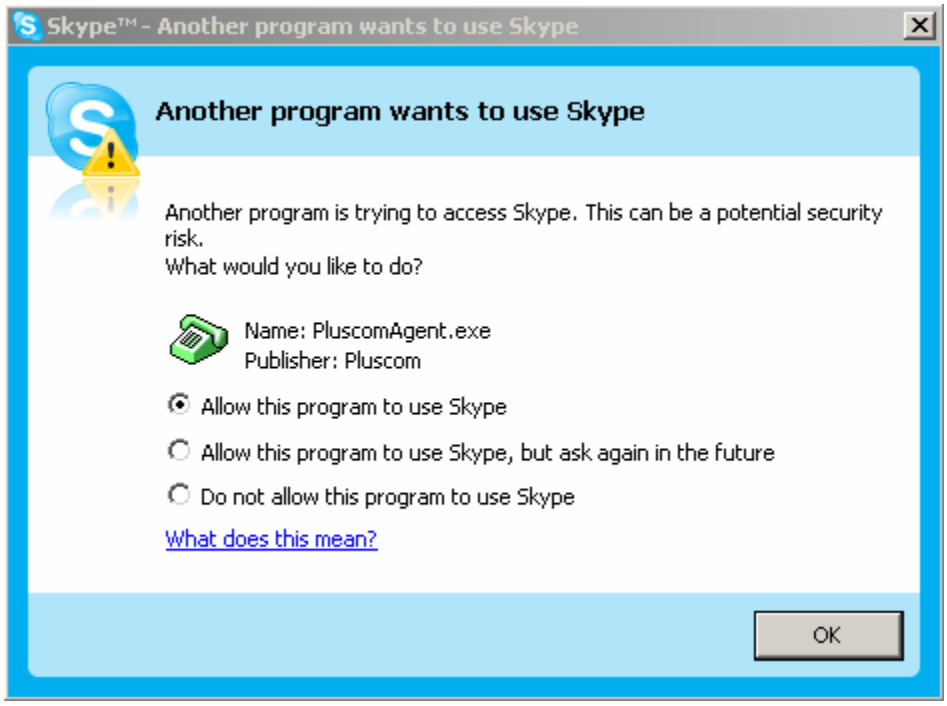
Step 15:
Click **" Yes"**.

Digital Signature Not Found
The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
Pluscom Virtual Audio Device
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info

Step 16:
Check the option **" Allow this program to use Skype "** and then click **" OK "**.


Skype™ - Another program wants to use Skype
Another program wants to use Skype
Another program is trying to access Skype. This can be a potential security risk.
What would you like to do?
Name: PluscomAgent.exe
Publisher: Pluscom
Allow this program to use Skype
Allow this program to use Skype, but ask again in the future
Do not allow this program to use Skype
What does this mean?
OK

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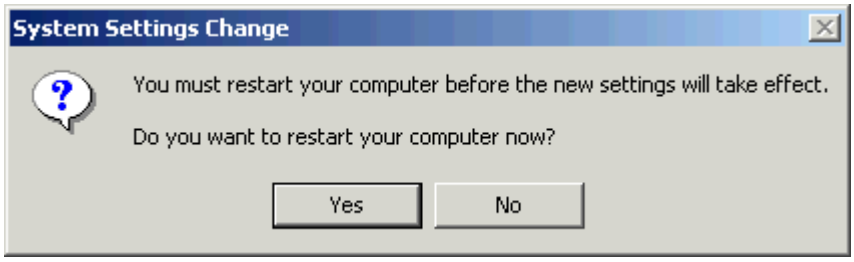
Step 17:
The wizard has finished installing the software and then click **" Finish "**.

Step 18:
You must restart your computer before the new settings will take effect and then click **" Finish "**.


System Settings Change
You must restart your computer before the new settings will take effect.
Do you want to restart your computer now?
Yes
No

Step 19:
Connect a standard telephone handset to the Skype VoIP Gateway phone jack using a telephone cable

Step 20:
Connect a telephone cable between the Skype VoIP Gateway line jack and a wall jack.

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5- Configuration

5.1Skype VoIP Gateway States

5.1.1 Green

When the Skype VoIP Gateway is installed and the software is installed properly, then you will see a green phone in the system tray as shown below.

5.1.2 Red

If the Pluscom agent is running and the Skype VoIP Gateway is removed, then the telephone will be red as shown below.

During an incoming or outgoing Skype call, the telephone handset will jiggle as shown below, indicating an VoIP call is being initiated.

5.1.3 No phone in the system tray

When the Pluscom agent is not running, there is no phone in the system tray.

5.2 Testing Skype VoIP Gateway

Skype provides a useful feature to test your connection. It is called Echo123. If you send “callme” in a chat with echo123, the echo123 service will call you and let you leave a message which will be played back to you. This will help you verify that the Skype VoIP Gateway, Skype VoIP Gateway driver and the telephone are all connected and installed properly.

Step 1:
Click **" Contacts -> Add a Contact… ".**

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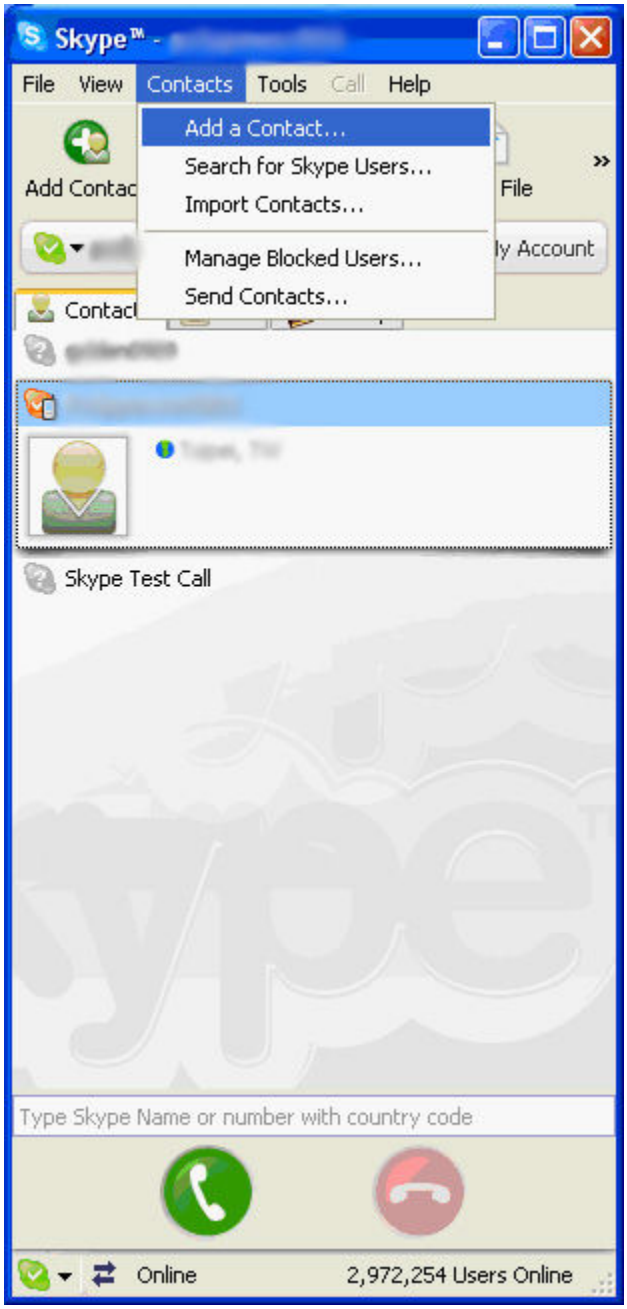

Step 2:
Enter **" echo123 "** (Call Echo / Sound Test Service) and then click **" Search ".**

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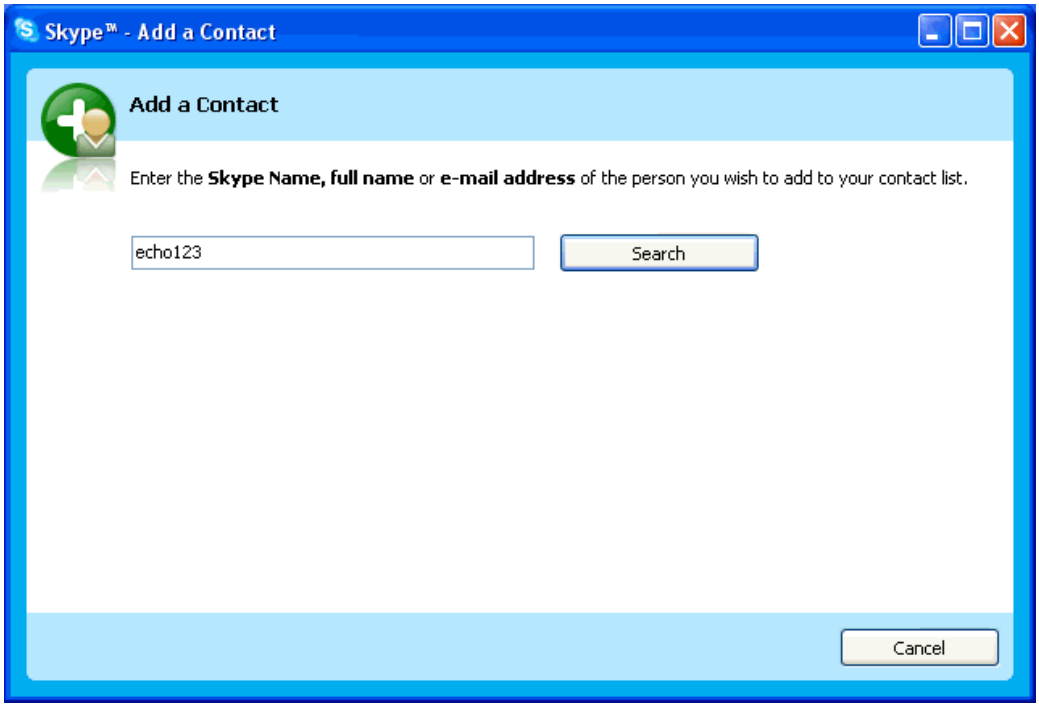
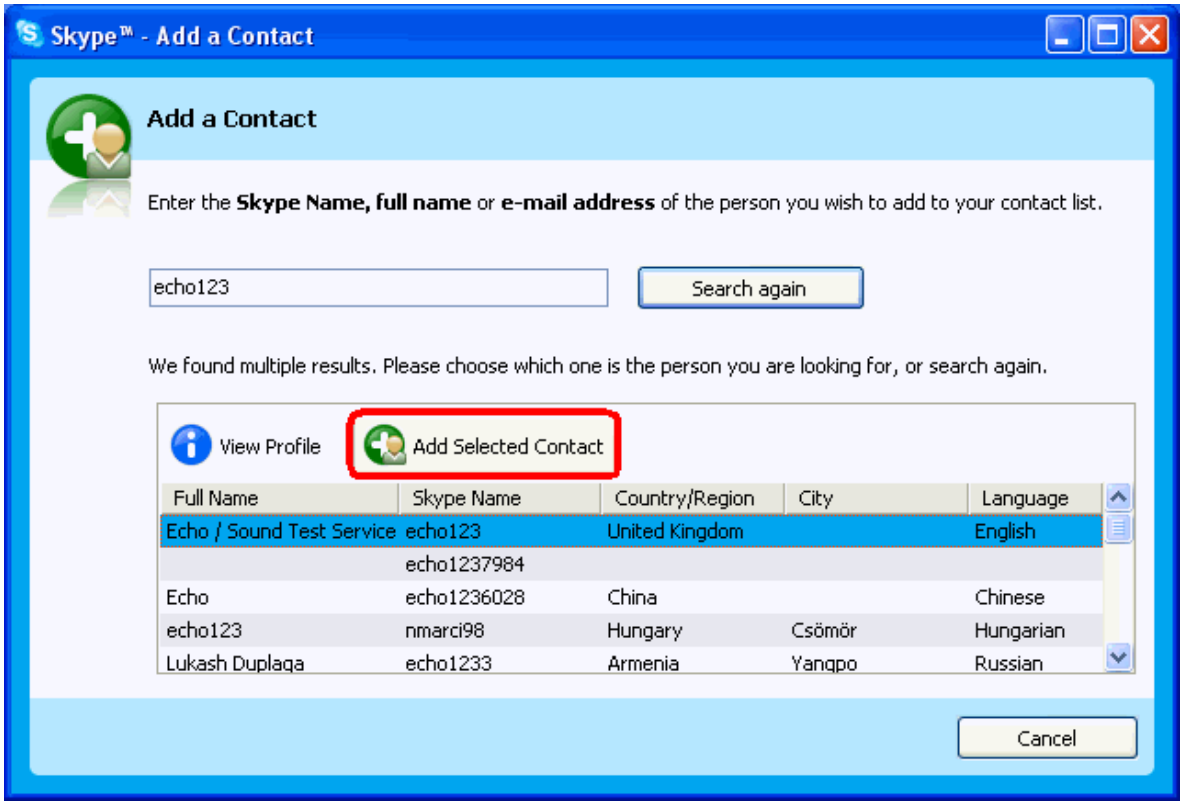

Skype™ - Add a Contact
Add a Contact
Enter the Skype Name, full name or e-mail address of the person you wish to add to your contact list.
echo123
Search
Cancel

Step 3:
Click **" Add Selected Contact " .**



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Step 4:
Click **" OK "** and then click **"Close".**

Say hello to Skype Test Call
Say Hello! To Skype Test Call
Add Skype Test Call (echo123) to your Contact List and request his/her contact details.
Enter a message to introduce yourself.
To see more ways to send your contact details, click "Show Options" below
Show Options
OK
Cancel

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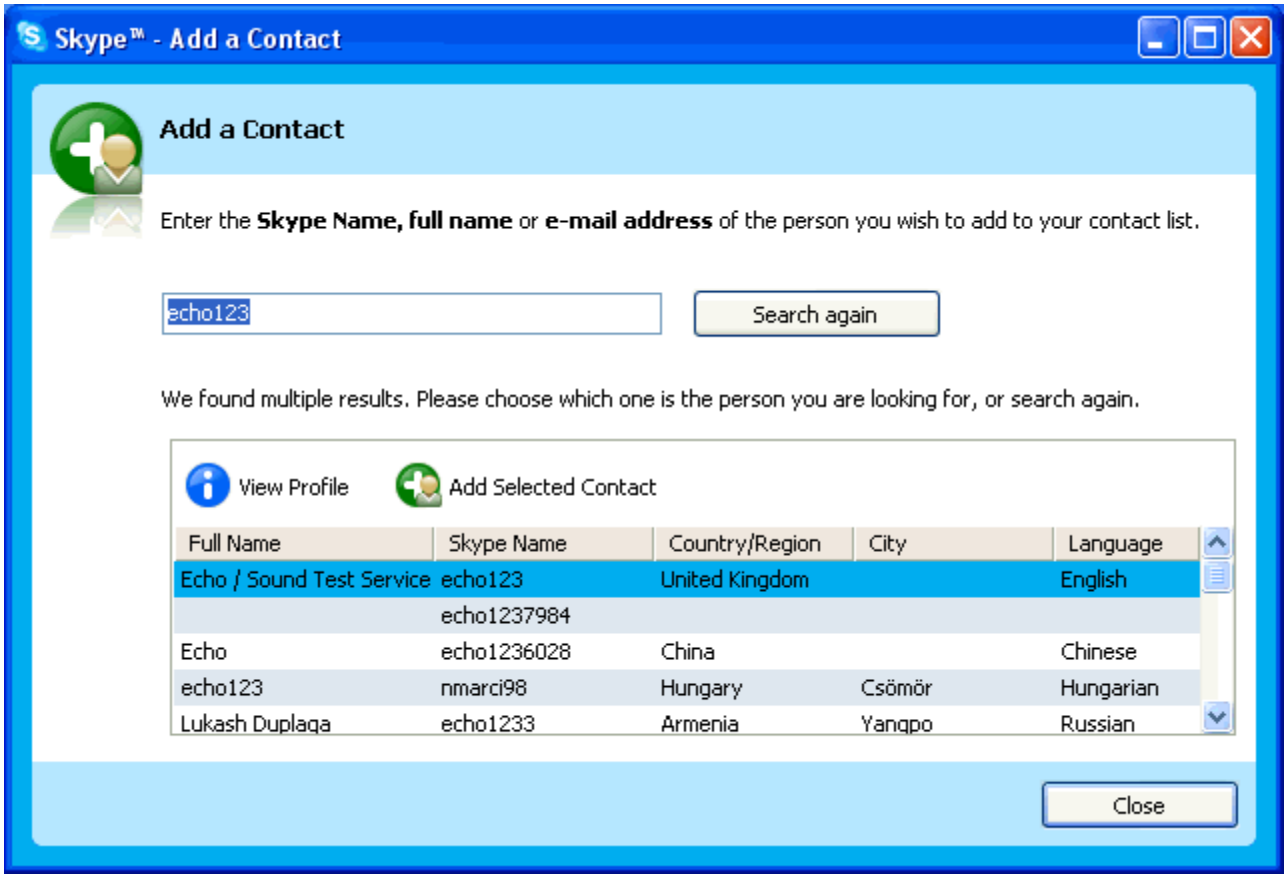

Step 5:
Call Echo / Sound Test Service (echo123) now**.**
You should see the following screen, and the telephone connected to the Skype VoIP Gateway should ring. Pick up the handset and follow the instructions. The Echo Test Service will ask you to leave a message which will be played back immediately. This will help you verify that the Skype VoIP Gateway, Skype VoIP Gateway driver and the telephone handset are all connected and installed properly.

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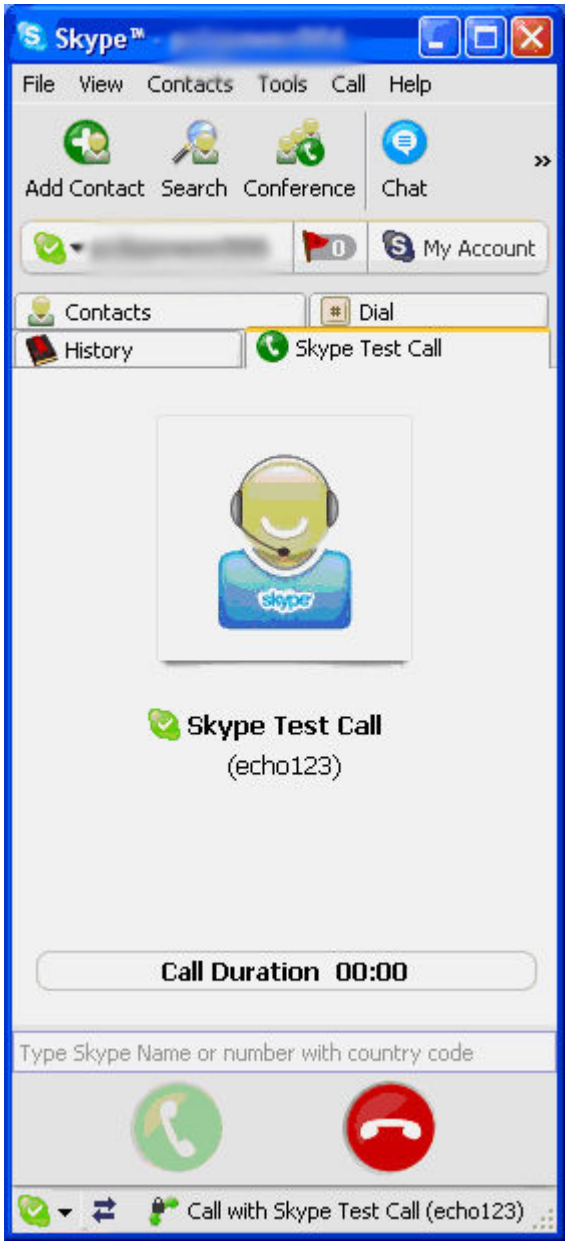

If your voice is fine that means this device is working perfect. Now you can try to call your friend by SKYPE. Due to the limitation of bandwidth between Internet infrastructure and customer site Internet access. In few special case, the device can't work very well and smooth, for example poor voice quality or you talk to your friend, but your friend can't hear you…etc,. Don't worry! That is not product issue. We suggest you try to call again till you can accept the Voice quality.
Note:
"callme" for "echo123" is a feature presented and supported by Skype – it may not be supported in some geographic locations or due to other reasons beyond the scope of **Pluscom**.

In case that following typing "callme" you receive a Skype chat error message or the Skype user interface doesn't indicate an incoming call, you can still try to establish an outgoing call to "echo123" to test the **Pluscom** device.

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5.2.1 Making and Receiving Calls

You can continue to use the telephone handset connected to the Skype VoIP Gateway to make and receive standard telephone calls as you used without any change. To make a standard phone call, just pick up the handset and dial as you normally would. To answer (receive) a standard phone call just pick up the handset when the phone rings.
When you receive an incoming Skype™ call, the handset connected to the Skype VoIP Gateway will ring. If you handset supports Caller ID, then the Skype username will be displayed on the handset's screen where the standard caller ID information is displayed.
To answer the call, just pick up the handset and speak as you normally would. To end the call, simply hang up the handset as you normally would.
If you have SkypeOut™, you can use the Skype VoIP Gateway connected handset to make SkypeOut™ calls by picking up the handset, pressing ##, to indicate to the Skype VoIP Gateway that this is not a standard call but a Skype call, dialing as per the SkypeOut™ recommended dialing sequence, 00 + country code + telephone number (e.g. 001 617 555 1212) and pressing the asterisk (*) key.
In order to make a call to a Skype™ contact, you will need to use the Skype™ program to assign a speed dial (as described in the next section) to each person you would like to call from the Skype VoIP Gateway connected handset. Then simply pick up the handset, press ##, to indicate to the Skype VoIP Gateway adapter that this is not a standard call but a Skype call, you will hear a new dial-tone, press the speed dial number (e.g. 99) and then press the asterisk (*) key.

5.2.2 Setting Up Skype Speed Dial

This section describes how to setup speed dials in Skype™. This is required in order to use a Skype VoIP Gateway connected handset to dial to a Skype™ contact. It is not required for making SkypeOut™ calls using a Skype VoIP Gateway connected handset.

Step 1:
Right click on the desired contact as shown below and select **Set Speed-Dial**:

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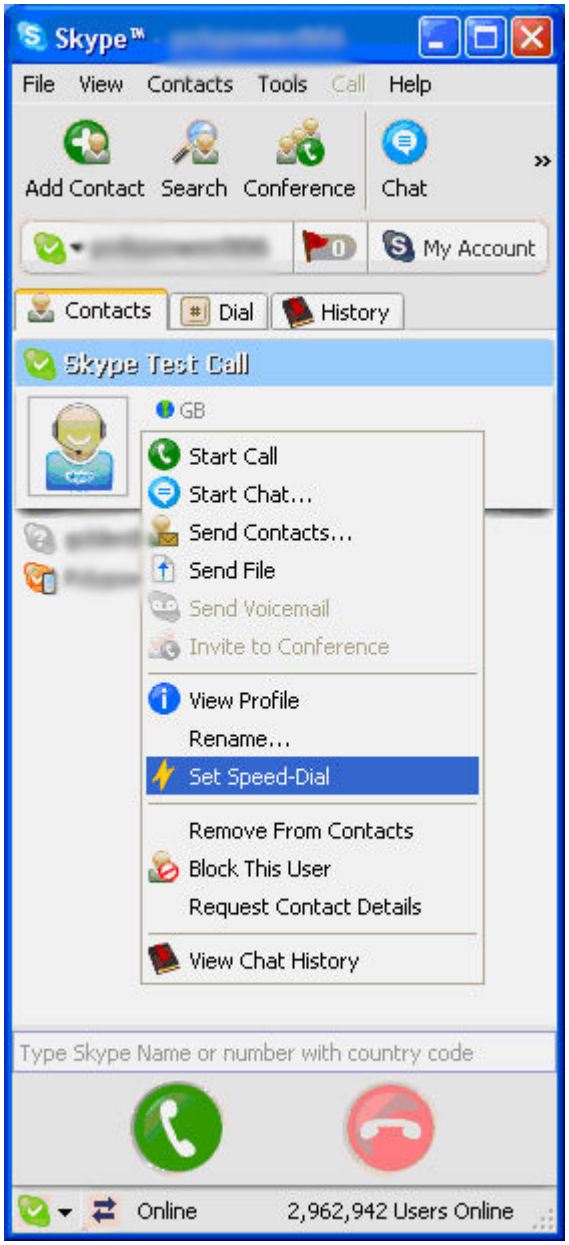

Step 2:
Enter the desired speed dial number (e.g. 99) as shown below and press the **OK** button.

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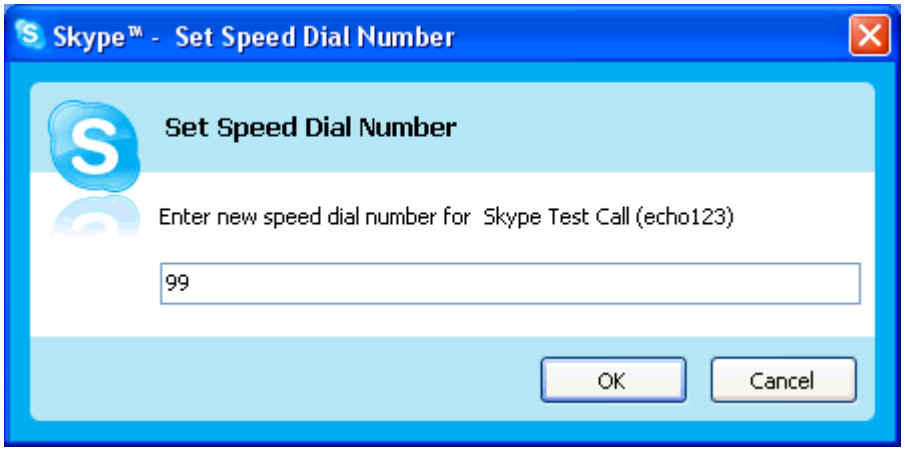
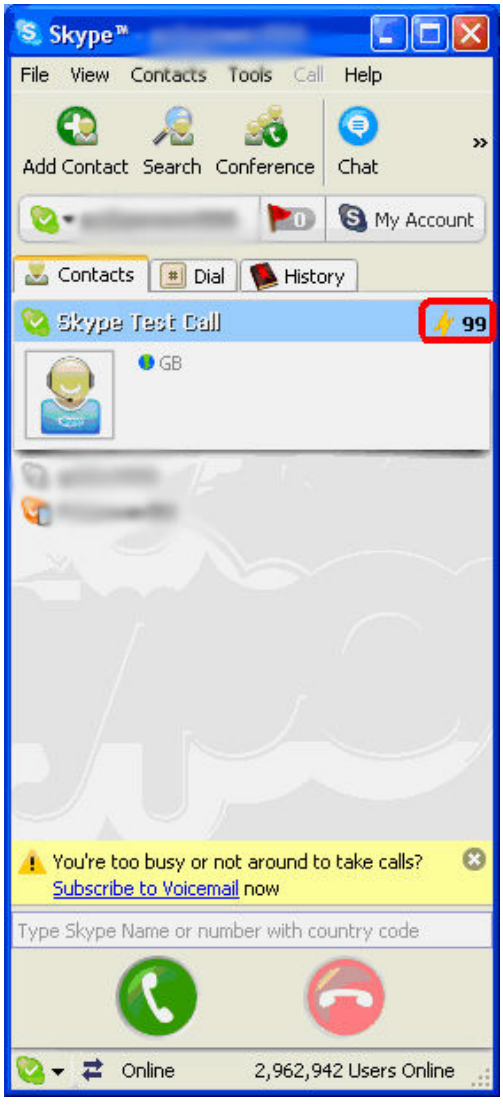


Step 3:
You will now see an indication that the Skype™ contact has a speed dial associated with them as shown below.


Skype™
File View Contacts Tools Call Help
Add Contact Search Conference Chat
My Account
Contacts Dial History
Skype Test Call 99
GB
You're too busy or not around to take calls?
Subscribe to Voicemail now
Type Skype Name or number with country code
Online 2,962,942 Users Online

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5.2.3 Switching Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype™ call or while on a Skype™ call you may receive a regular call. The Skype VoIP Gateway will indicate an incoming call with an audible call waiting tone and you can do the following:
• Press '**#1**' to answer new call keeping current call on-hold
• Press '**##**' to answer call and terminate current call

Once having 2 active calls, you may:
• Press '**#1**' putting current call on-hold switching to other call
• Press '**##**' terminating current call switching to other call
• Press '**#2**' to conference the calls together (see next section)

While on a regular phone call, if you receive a Skype call, you can see the Skype username on your telephone (if it has alphanumeric CLID display).

5.3 Conference Call Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype™ call or while on a Skype™ call you may receive a regular call. The Pluscom adapter will indicate an incoming call with an audible tone and you can conference in the additional caller by pressing '#**2**'.

While in a conference call, you may press '**#1**' to return to 2 active calls (with PSTN active, VoIP on-hold), and then as described above to switch between calls ('**#1**' – put current on hold, '**##**' terminate current), or conference them again using '**#2**'.

5.3.1 Three-Way Calling

During an active Skype call the user may press '#1' to put current Skype call on-hold and get a PSTN dial tone to establish a PSTN call. Similarly, during an active PSTN call the user may press '#1' to put current PSTN call on-hold and get a VoIP dial tone to establish a Skype call

You may then:
• Press '**#1**' to switch between active calls keeping current call on-hold
• Press '**##**' to terminate current call and switch to call on-hold
• Press '**#2**' to conference the calls together

5.3.2 Call Forward Settings

The Pluscom adapter can be configured to forward all incoming Skype™ calls to another telephone number, such as your mobile phone. It can also forward incoming telephone calls to a Skype™ or SkypeOut™ call. Right click on the Skype Agent (green telephone in the Windows System Tray) and select configure as shown below.

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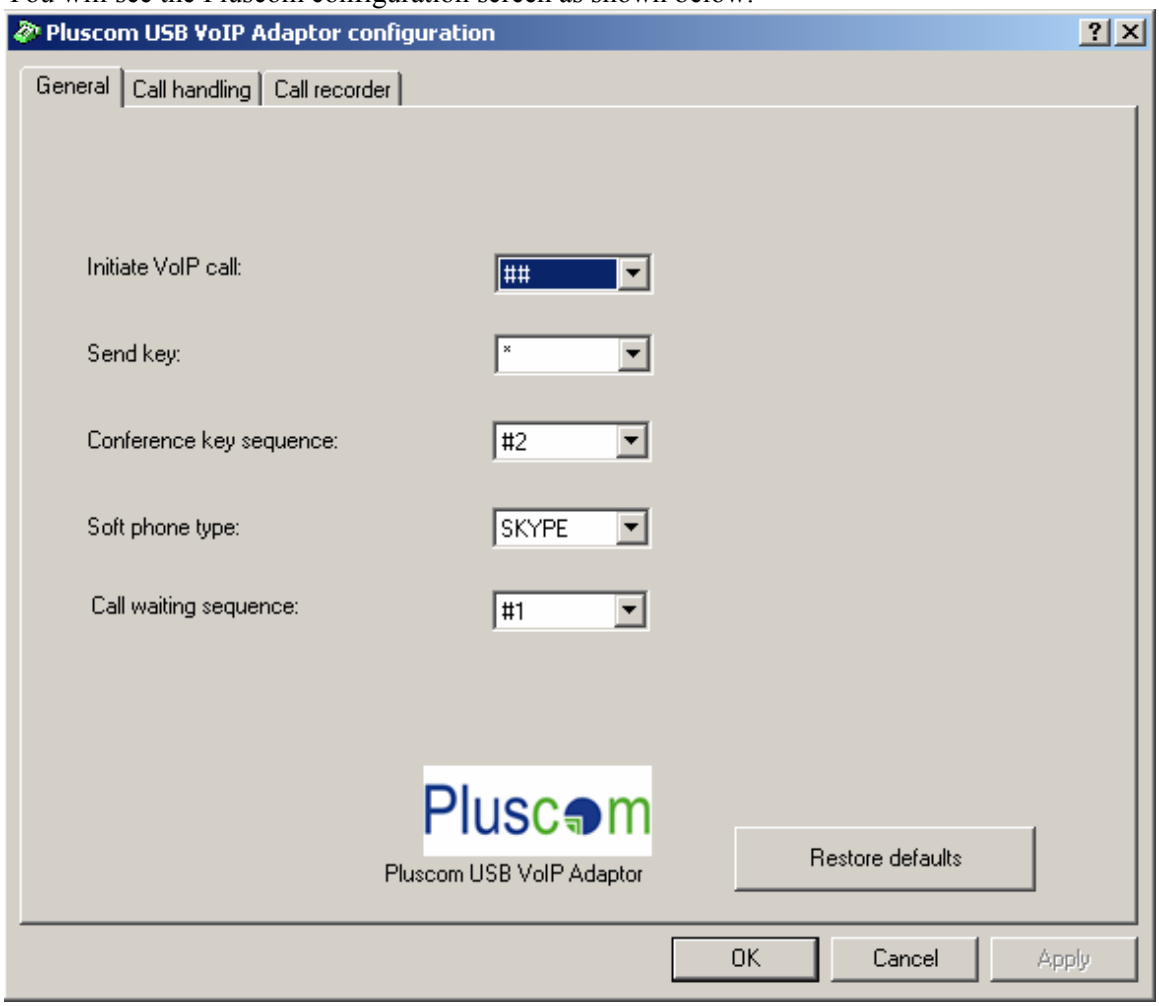
You will see the Pluscom configuration screen as shown below.



Press the Call handling tab to see the Call handling parameters as shown below.
There are two kinds of Call handling Settings:

Incoming Internet calls:

Incoming PSTN calls:

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5.3.3 Incoming Internet Calls

In order to forward incoming Skype™ calls to a telephone number such as your mobile phone, change the **Incoming Internet calls** settings.

First choose the **Call forward** radio button and then select the telephone that should be dialed on the telephone line.

Then select the number of rings before the forwarding takes place and press the **Apply** and/or **OK** button as shown below.

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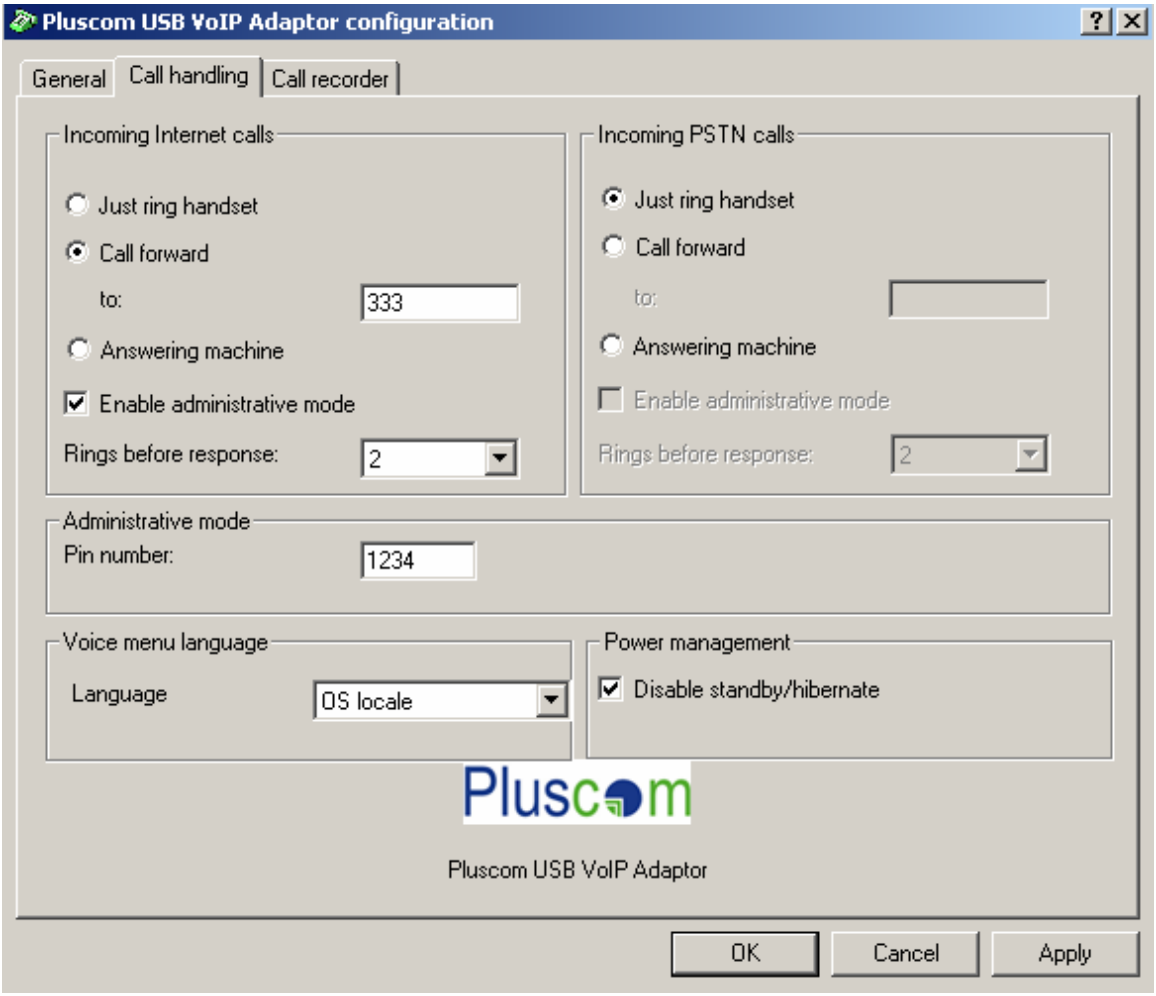

If you are on a PBX, you may need to press a digit to get an outside line (i.e. 9). In this case you would enter 9,,,16175551212. You may need to experiment with the number of commas to enter. This is related to the time it takes the PBX to provide a dial tone after pressing the outside line digit (i.e. 9).
The instructions above describe how to forward incoming VoIP calls to the PSTN. In order to forward incoming PSTN calls to a VoIP call, such as through SkypeOut™ or to a Skype account, the instructions above for the "Incoming PSTN Calls" fields. For the number to dial, enter a speed dial number (e.g. 77) associated with the Skype User without the * key (as shown above).or enter the SkypeOut™ number (e.g. 0016175551212).

As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:

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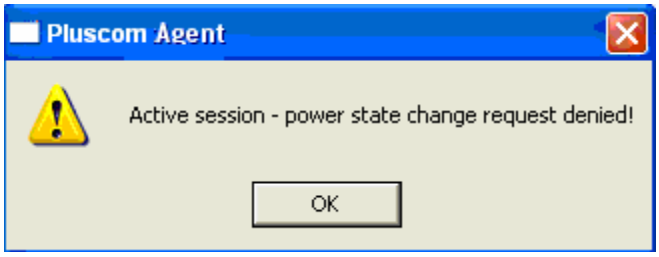

If the computer goes to sleep, then toll bypass will not work.To turn this feature off, uncheck the "Disable Standby/Hibernate" check box.

When call forwarding is enabled, incoming callers will hear a voice message indicating that the call is being forwarded. This let's the incoming caller know what is transpiring.

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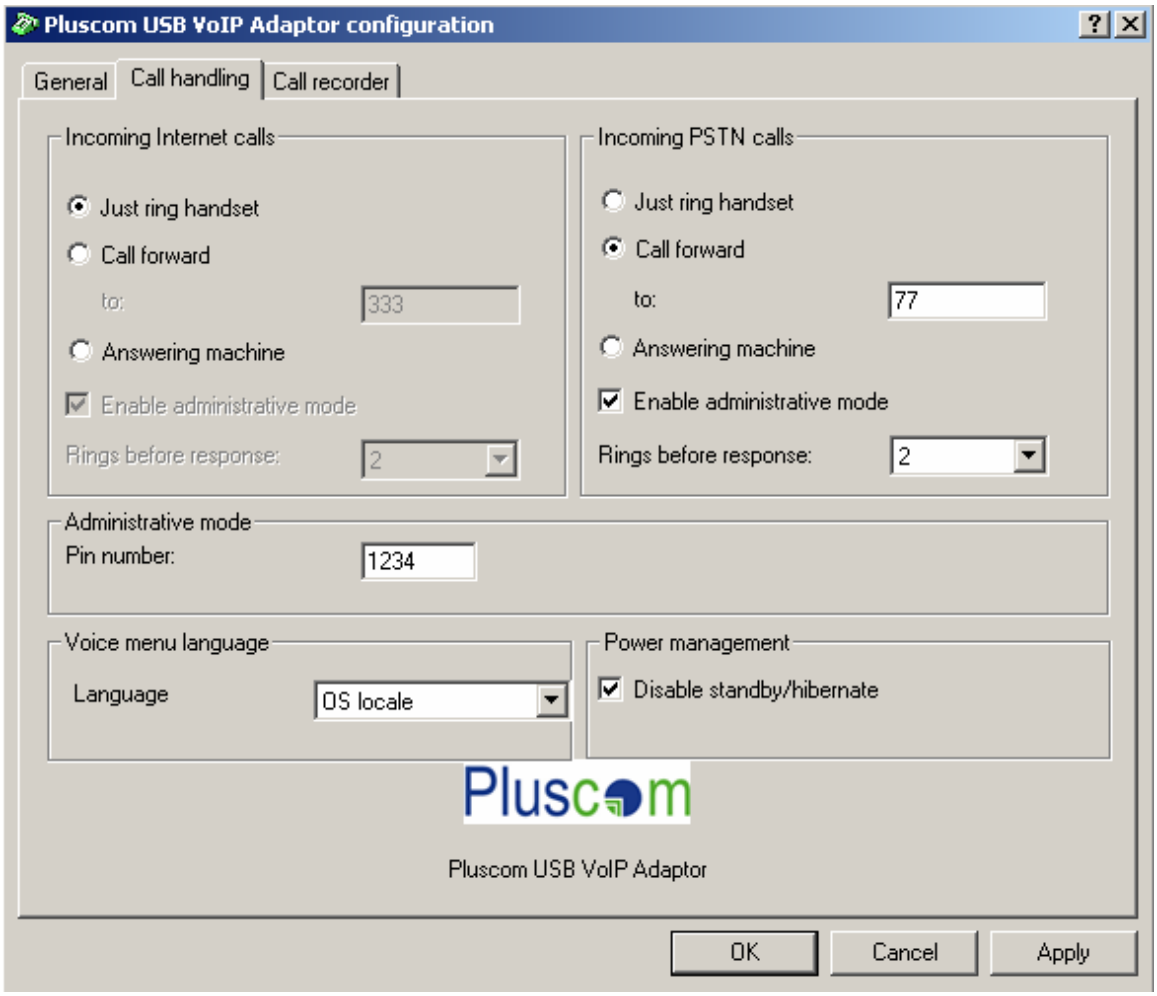
5.3.4 Incoming PSTN Calls

In order to forward incoming regular calls to a VoIP call, such as through SkypeOut™ or to a Skype account, enter speed dial number (e.g. 77) associated with the Skype User without the * key (as shown above).or enter the SkypeOut™ number (e.g. 0016175551212), change the **Incoming PSTN calls** settings.
First select the **Call forward** radio button and then select the number of rings before the forwarding takes place.
Then select the Skype™ speed dial number (e.g. 77) that should be dialed on the telephone line and press the **Apply** and/or **OK** button as shown below.



As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:

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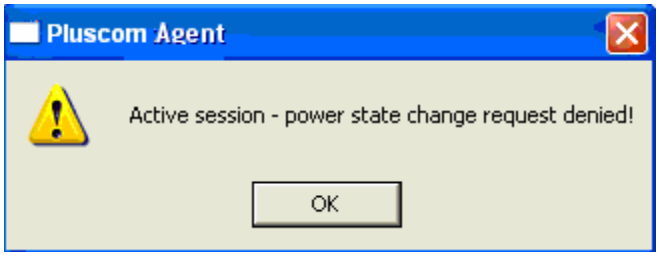

If the computer goes to sleep, then toll bypass will not work.To turn this feature off, uncheck the "Disable Standby/Hibernate" check box.

When call forwarding is enabled, incoming callers will hear a voice message indicating that the call is being forwarded. This let's the incoming caller know what is transpiring.

5.4 Telephone Answering Machine

Pluscom includes a telephone answering machine (TAM) and can be configured to answer incoming VoIP and PSTN calls. The answering machine can be accessed and configured from the local telephone handset connected to Pluscom as well as remotely by calling into the PSTN line connected to Pluscom. The access is enabled via the Pluscom Interactive Voice Response (IVR) system.

The Pluscom TAM can be used in conjunction with or independent of any VoIP voicemail service you may be subscribed to. When you access the Pluscom TAM, you will be able to access the VoIP service voicemail, if subscribed, as well as the Pluscom voice messages.

The answering machine is disabled by default. In order to enable the Pluscom TAM, bring up the Pluscom **Agent -> Call handling tab** and press the **Answering machine radio** dial for **Incoming Internet calls (for incoming VoIP calls)** and/or **Incoming PSTN calls (for incoming phone calls)** and select the desired number of rings before the TAM answers as shown below.

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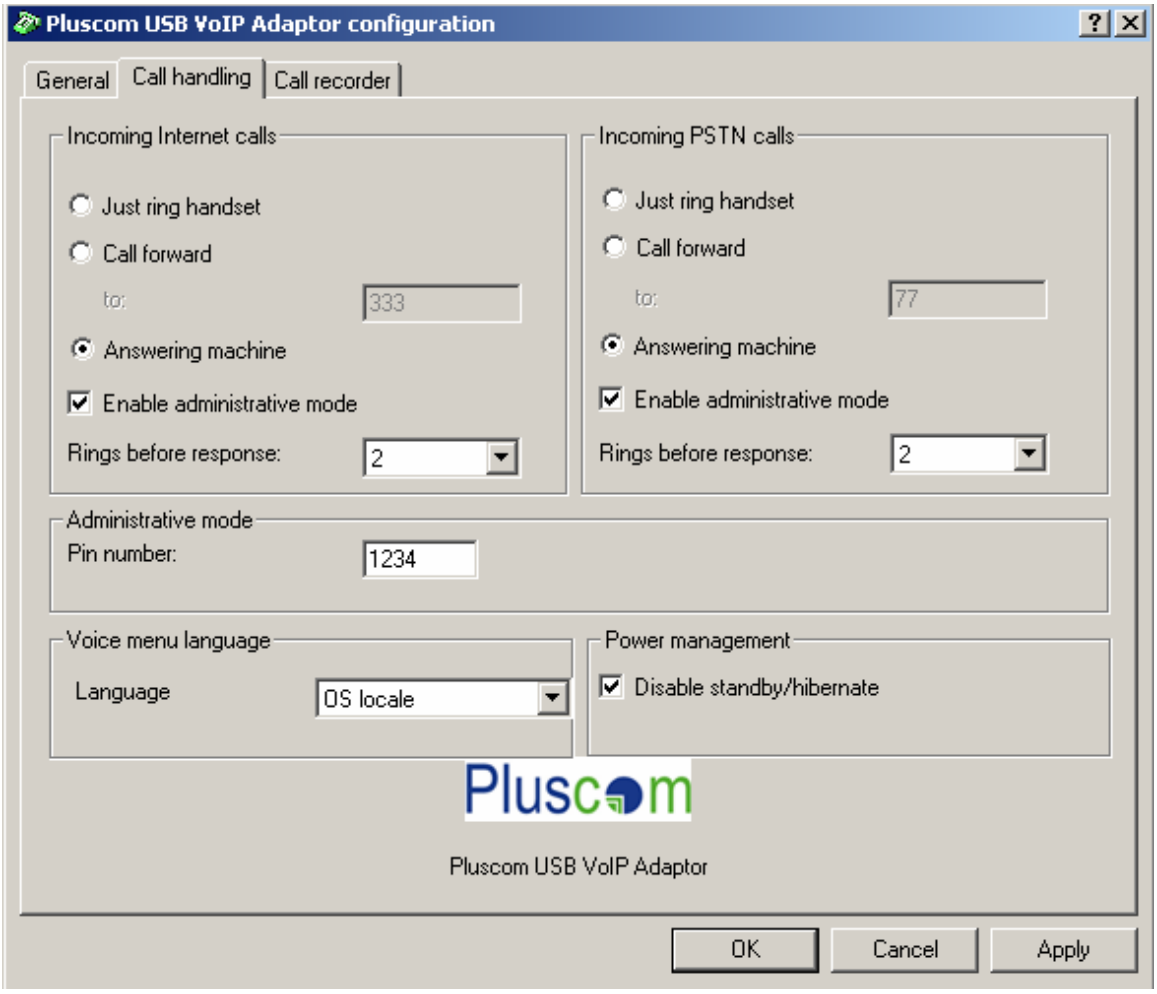

Note your Pin number. This can be changed and will be required in order to check messages or change the TAM options remotely.

After all changes are made, press **Apply** and then **OK**.

At this point, the Pluscom TAM will answer incoming calls after the desired number of rings. The caller will then hear the Outgoing message and have a chance to leave an incoming message.

Voicemail messages are stored on the computer in WAV format in the following folder:
c:\program files\Pluscom\ Pluscom Personal VoIP Gateway\IVR\VoiceMail

5.4.1 Interactive Voice Response (IVR)

The IVR system provides access to the Pluscom TAM for managing recorded messages as well as configuring the TAM. In addition, the IVR provides access to Toll Bypass (explained in the Toll Bypass section) and the VoIP service provider Voicemail.

The IVR system can be accessed from the local telephone handset connected to Pluscom as well as via calling in remotely (explained in the Remote Administrative Access section).

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Not all features are supported in all modes (i.e. local access versus remote access).

See Appendix A for a detailed flow chart of the IVR system.

5.4.2 Local IVR Access

The IVR is accessed locally by picking up the Pluscom connected telephone handset, going off-hook and switching to VoIP dialtone. (if you have pending VoIP service or Pluscom TAM voice messages, the VoIP dialtone will have a stutter dial) by pressing the '*' key. At this point the IVR system will provide all the necessary voice queues for the following:

- Listen to locally Pluscom TAM recorded voice mails
- Delete locally Pluscom TAM recorded voice mails
- Access the VoIP service provider voice mail system
- Configure the Pluscom TAM (record new outgoing message, restore the factory default outgoing message …)

You can press DTMF digits while the menu is being played if you are familiar with the menu options and flow. There is no need to wait until the end of each voice queue. The same applies for voice messages browsing – you may repeat the voice message ('1'), delete the voice message ('2') or skip to next voice message ('3'), while the voice message is being played. Each menu will be played up to 3 times (5 sec silence between repetitions), if no is action taken by user within this time the call would disconnect with goodbye message.

5.4.3 Remote IVR Access

In order to access the IVR remotely, the Answering Machine OR Call forward option AND Enable administrative mode option must be set for the network (Internet and/or PSTN) you would like to call in on as shown below.

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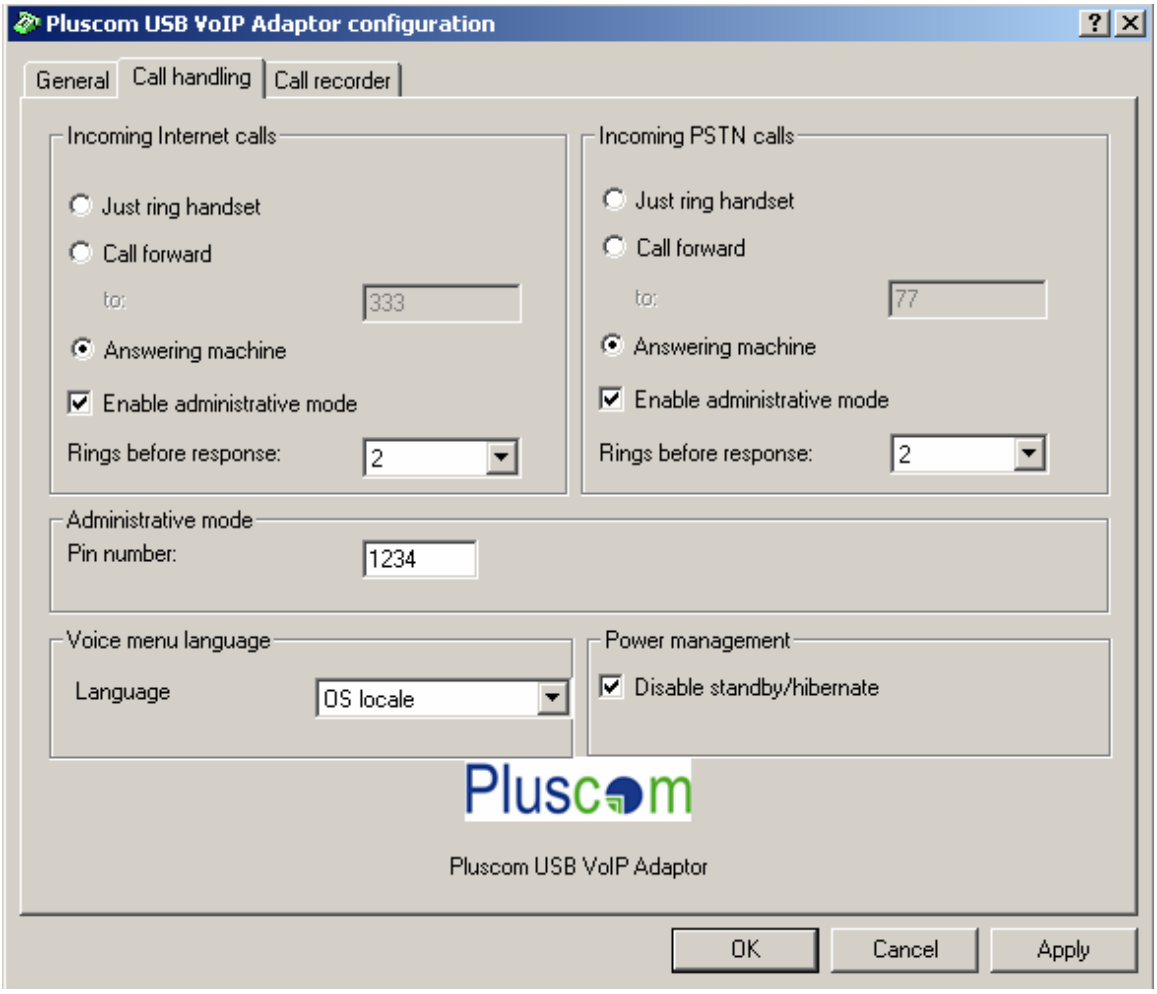

Once enable, you can call in to your PSTN line or your VoIP account to remotely access Pluscom. When you call in, you will hear the outgoing message or the call forward message. During the message, you should press the '*' key followed by the pin code and '*' key again. You have 3 trials to enter the pin code before the call is disconnected. Once authenticated you can do the following by listening to and responding to the IVR voice prompts:

- Make a toll bypass call (explained in the Toll Bypass section)
- Listen to and/or delete Pluscom TAM recorded voice messages
- Change the outgoing message
- Access the VoIP service voicemail (when calling from PSTN)

Your pin code can be between 4 and 8 digits.

5.4.4 Toll Bypass

Once authenticated (as explained in the Remote IVR Access section), you can make a call on the other network. This is referred to as toll bypass. For example, you can call in on the VoIP network and make a PSTN call or you can call in on the PSTN line and make a VoIP call.

In order to make a call, simply enter the desired number or speed dial number followed by the '*' key and you call will be placed.

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If you call in via PSTN and make a VoIP Toll Bypass call, you can terminate the call by pressing '##" (for quick termination) or simply hang up. If you call in via the VoIP network and make a PSTN Toll Bypass call, you can terminate the call by ending the VoIP session.

5.5 Skype Voicemail

With Pluscom active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.

You can access your voice mail only when there is no call in progress.

In order to access your voicemail:
1. Pick up the attached telephone handset
2. Press '**##**' to get VoIP dial tone
3. If a new Skype voice message exists the VoIP dial tone will have an intermittent beep
4. Press '*****' to access IVR system
5. Follow the menus to access Skype voice mail mode
6. Once in voice mail mode the first message is played automatically
7. At the end of each message a trailing '**beep**" is played
8. At the end of the last messages a trailing '**beep-beep-beep**' is played
9. During the playing of current message and within 5 seconds following the end of message the you can press the **1**, **2**, **3**, **9** in order to perform the following actions:

User Action	Key
Repeat current message	1
Delete current message, move to next	2
Keep current message, move to next	3
Delete all messages	9

10. If you don't enter any valid key within 5 sec after message has ended, the system will behave as if you pressed '**3**'

To exit voicemail mode press '##" or place the attached telephone in the handset (i.e. on hook). Alternatively, pressing **'#1**' will also exit voicemail mode. In either case, the currently playing message will be stopped.

5.6 Recorder

With Pluscom active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.
The call recorder is accessed and configured through the Pluscom Agent Call Recorder tab as shown below.

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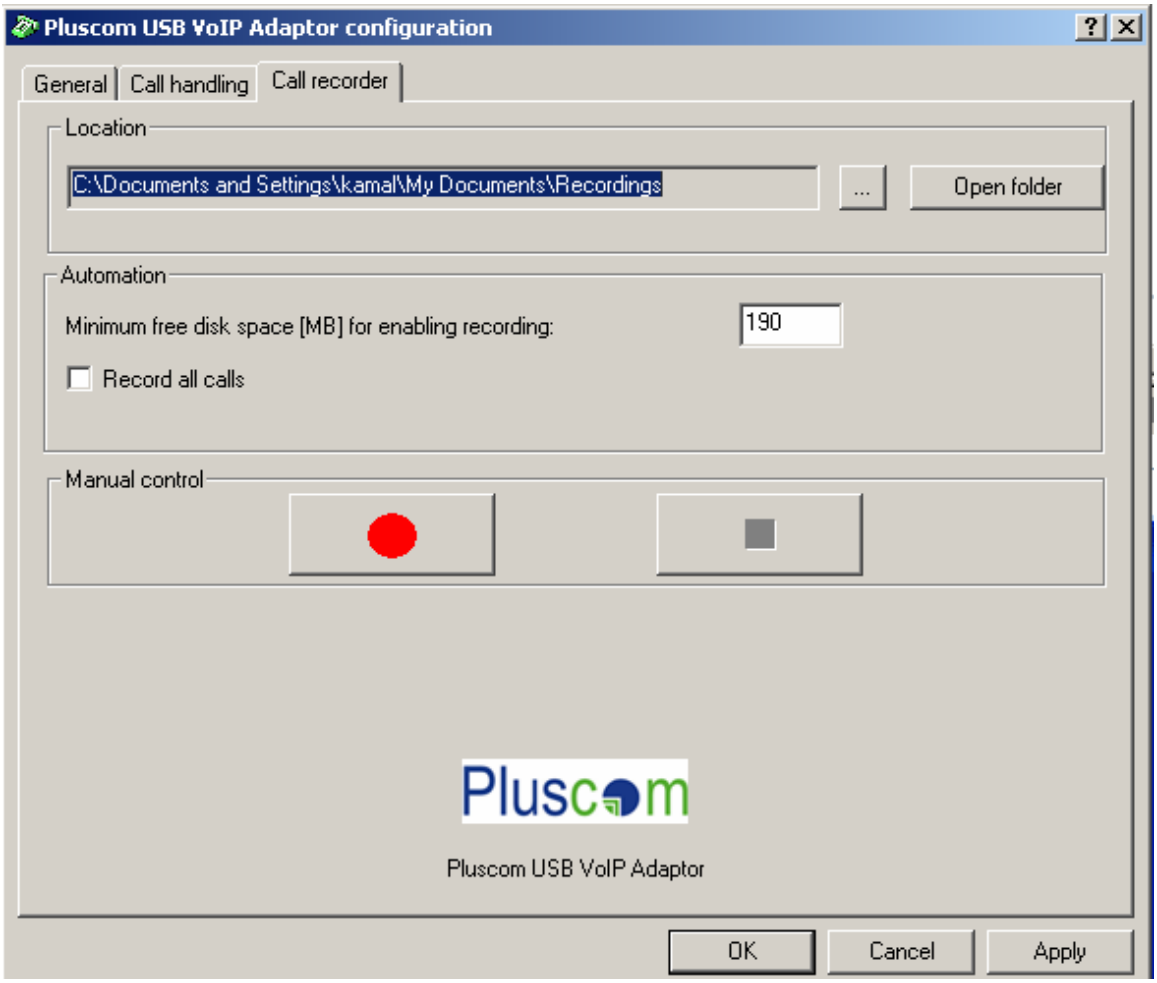

You can change the default location where the recordings will be stored by pressing the button (with three dots) immediately to the right of the location field. The folder containing the recordings can be accessed by pressing the Open Folder button. With the location folder open you can access the individual recordings.

Recordings are named according to the following naming convention:
Call_<time>_<date>.wav
For example, **Call_15-7-2005_11:55:45.wav**.

The wave files can be played through any application that supports wave files (e.g. Windows Media Player).

Recording is controlled by two mechanisms: **automation** and **manual**.

Manual recording has two modes:
• Through the Call Recorder screen above - controlled by pressing the record (red dot) and stop (black square) buttons.
• From the telephone handset – controlled by pressing the **#7** keys (start recording) and **#8** keys (stop recording) on the telephone handset connected to Pluscom.

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Automatic recording is controlled through the only mode as shown below.
• Record All Calls – all calls will be recorded

THE RECORDER IS STORING FILES TO YOUR HARD DISK DRIVE. WE ARE NOT RESPONSIBLE FOR ANY ISSUES THAT ARISE FROM USING THE RECORDING FUNCTION.

5.7 Changing the Default Settings

You can change the default settings for sending a call, activating a Skype™ call, switching between a Skype™ call and a regular call (call waiting) and conference calling, by running the Pluscom ™ configuration.
Right click on the Pluscom ™ agent and select Configure as shown below.

You will see the configuration tab as shown below.

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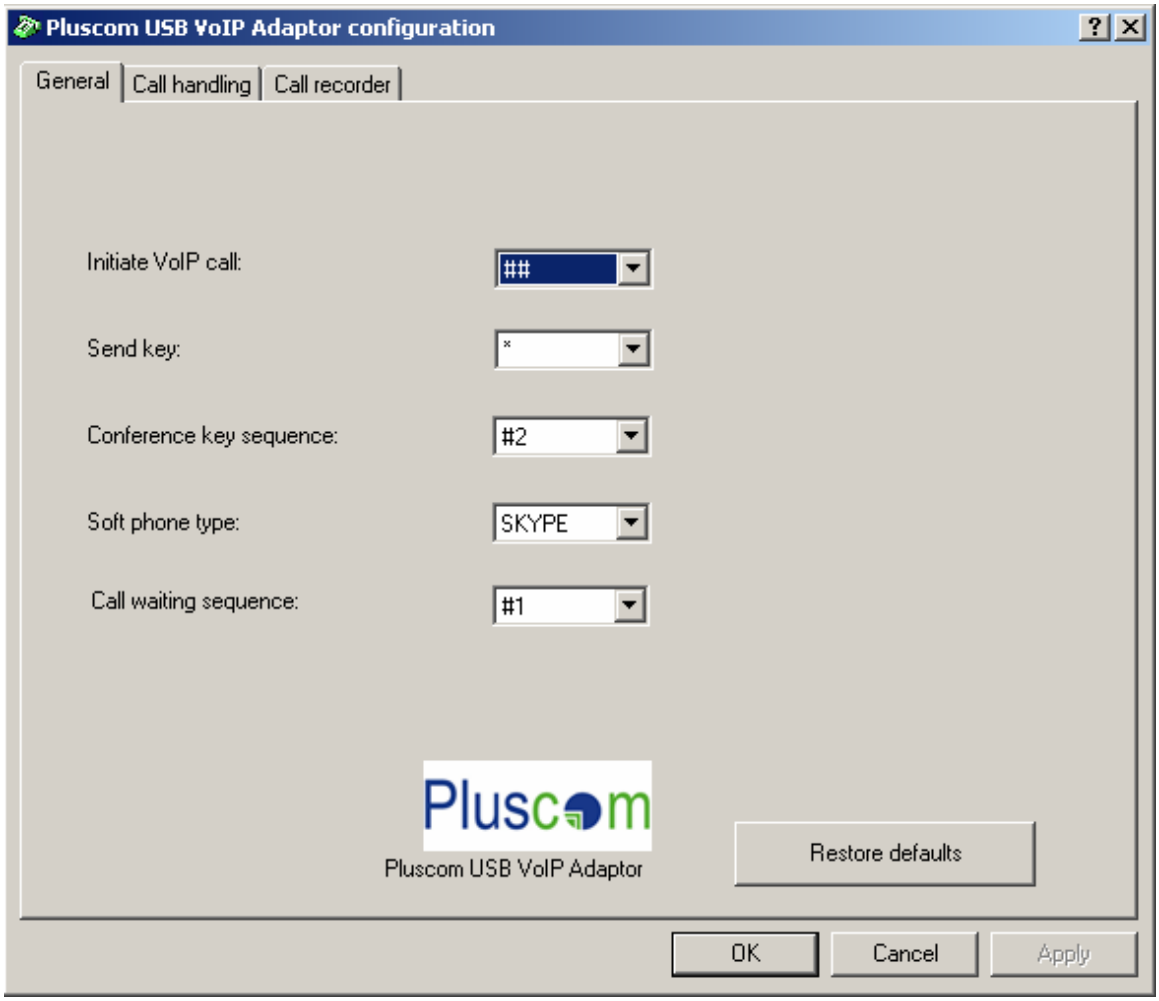

The **Initiate Voip Call** – press these keys to get a VoIP dial-tone. You can now dial a SkypeOut™ call or a Skype™ speed dial call from your telephone handset.
The **Send Key** – press this key following the phone number (or speed dial number) when making a VoIP call.
The **Call Waiting Sequence** – press these keys during a call to switch between a VoIP and regular call. For example to switch from a regular telephone call to an incoming Skype™ call or to switch from a Skype™ call to an incoming regular phone call.
The **Conference Key Sequence** – while on a Skype call and you receive a regular call or while on a regular call and you receive a Skype call, press these keys conference together the two calls.
The **Set Phone Type** selects which softphone you would like to work with.
Press the **Restore Defaults** button if you want to restore all sequences to their factory shipped settings.

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Dial Plan Rule	Explanation of the Rules
Initiate VoIP Call ##	press these keys to get a VoIP dial-tone. You can now dial a SkypeOut™ call or a Skype™ speed dial call from your telephone handset. Example: Press ## to get a VoIP dial-tone to press ## again to turn back to regular dial-tone.
Send Key *	press this key following the phone number (or speed dial number) when making a VoIP call. Example: Press ## to get a VoIP dial-tone + speed dial number for example 77 + * to make a VoIP call.
Call Waiting Sequence #1	press these keys during a call to switch between a VoIP and regular call. For example to switch from a regular telephone call to an incoming Skype™ call or to switch from a Skype™ call to an incoming regular phone call.
Conference Key Sequence #2	press these keys during a call to conference a VoIP and regular call.
Call Forward Phone Line to VoIP	In order to forward incoming Skype™ calls to a telephone number such as your mobile phone, please refer to the manual in detail.
Call Forward VoIP to Phone Line	In order to forward incoming regular calls to a VoIP call, such as through SkypeOut™ or to a Skype account, enter speed dial number (e.g. 77) associated with the Skype User without the * key (as shown above).or enter the SkypeOut™ number (e.g. 0016175551212), please refer to the manual in detail.
Toll bypass Phone Line to VoIP	When you call into your telephone line you will enter the IVR. Enter ***** and the **pin code** followed by the ***** button and then enter the **Skype speed dial** (e.g. 77) or the **SkypeOut telephone number** (e.g. 00 + country code + telephone number) followed by the ***** button. Please refer to the manual in detail Example 1 for Skype speed dial: **1234567 + * + Pin Number + * + 1 + 77 + *** Example 2 for SkypeOut telephone number: **1234567 + * + Pin Number + * + 1 + 00 + country code + telephone number** *
Toll bypass VoIP to Phone Line	When you Skype into the Skype VoIP Gateway, you will Enter the IVR. Enter ***** and the **pin code** followed by the ***** button and then enter the telephone number you want to dial on the PSTN line followed by the ***** key. Please refer to the manual in detail Example: **Skype into the Skype VoIP Gateway + * + Pin Number + * + 1 + telephone number + ***
Check for, and listen to Skype voicemail	Repeat current message -> press **1** key Delete current message, move to next -> press **2** key Keep current message, move to next -> press **3** key Delete all messages -> press **9** key
Call Recorder	**Automatic** **Manual** press **#7** keys (start recording) press **#8** keys (stop recording)

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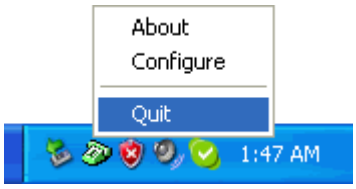
5.8 Disabling Pluscom ™

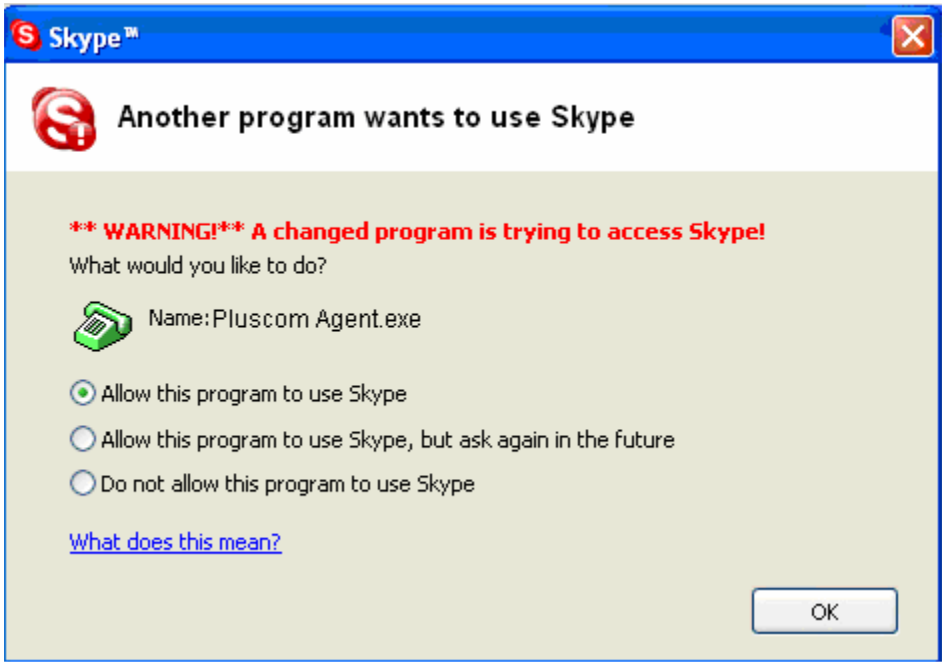
In order to disable Pluscom ™, right click on the Pluscom ™ agent in the system tray and select **Quit** as shown below.



You can now disconnect the Skype VoIP Gateway from the PC.

Installing a New Version

When you install a new version of Pluscom software, at the end you will see a slightly different Skype warning message as shown below. Select "Allow this program to use Skype" and press OK as shown below:


Skype™
Another program wants to use Skype
** WARNING!** A changed program is trying to access Skype!
What would you like to do?
Name:Pluscom Agent.exe
Allow this program to use Skype
Allow this program to use Skype, but ask again in the future
Do not allow this program to use Skype
What does this mean?
OK

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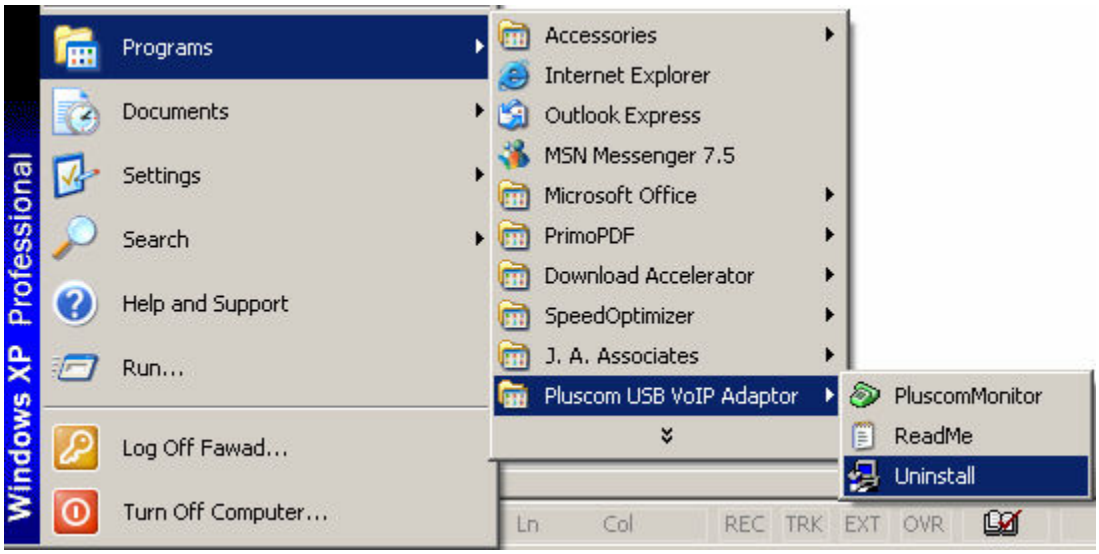
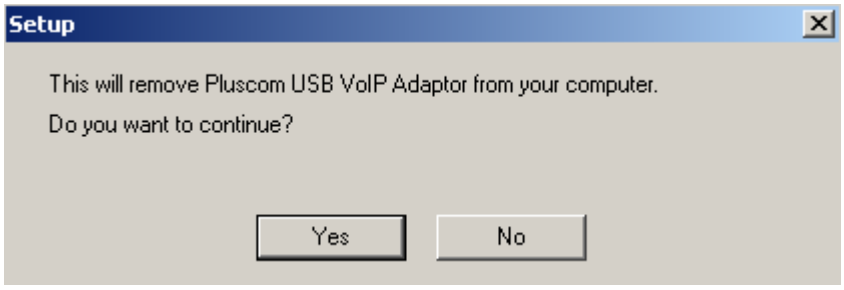
5.9 Uninstall

Step 1:
Click **" Start -> All Programs -> Pluscom Personal VoIP Gateway -> Uninstall "**.

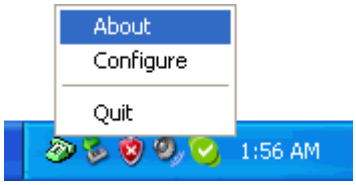


Step 2:
Click **" Yes"**.



6- Troubleshooting

The first step in troubleshooting is to read the readme.txt that appears in the Pluscom program group. It contains a list of known issues for the current Pluscom driver version. To find out the driver version, right click on the PluscomAgent (green telephone in the system tray) and select About.



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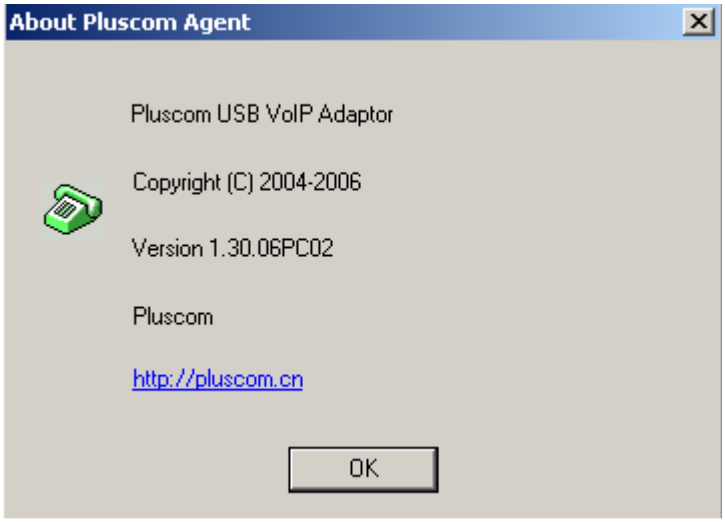
You will see the PluscomAgent About screen below.



6.1 Common Fix

If Pluscom was working OK and suddenly stopped working properly (e.g. stops responding to incoming rings or you cannot get a VoIP dialtone) try the following:

• Quit the Pluscom Agent (right click on the green telephone in the System Tray and select Quit)
• Quit the Skype application
• Unplug the Pluscom adaptor
• Wait 30 seconds
• Plug in the Pluscom adaptor
• Start Skype
• Start the Pluscom Agent

6.2 Wrong Device Installed

If you insert the Skype VoIP Gateway on a Windows XP SP2 PC “prior” to installing the software, the adapter will be incorrectly installed as a Pluscom USB Modem.
Simply proceed to install the Pluscom ™ software and it will resolve the issue and install the adapter properly.

6.3 Softphone Version Warning

If you get a Softphone Version Warning from Pluscom, then you should upgrade your softphone to the latest version. Otherwise, Pluscom may not operate properly.
Pluscom ™ does not appear to be responding to incoming calls
There are several reasons why Pluscom ™ may not function.

• Pluscom may not work properly with some 4 wire (multiline) phones
• Make sure the Skype VoIP Gateway is connected to the PC and Pluscom Agent is running (green phone in the Windows System Tray).
• Make sure the handset is connected to the **phone** jack on the Skype VoIP Gateway and not the **line** jack
• If the Skype™ application was terminated for any reason while the Pluscom ™ agent was running, you will need to exit the Pluscom ™ agent and then restart it.
• Some telephone handsets require a battery to be installed in order to ring. If your handset supports a battery, make sure there is a battery installed and that the battery is not depleted.

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6.4 Cannot hear dial-tone when I pick up the handset connected to the Skype VoIP Gateway

Cannot hear dial-tone when I pick up the handset connected to the Skype VoIP Gateway
Check to make sure that the handset is connected to the correct jack on the Skype VoIP Gateway

6.5 Skype VoIP does not appear to be responding to incoming calls

There are several reasons why Skype VoIP Gateway may not function.

There are several reasons why Skype VoIP Gateway may not function.
•Skype VoIP Gateway may not work properly with some 4 wire (multiline) phones
• Make sure the Skype VoIP Gateway is connected to the PC and Pluscom Agent is running (green phone in the Windows System Tray).
• Make sure the handset is connected to the phone jack on the Skype VoIP Gateway and not the line jack
• If the Skype™ application was terminated for any reason while the Pluscom ™ agent was running, you will need to exit the Pluscom ™ agent and then restart it.
• Some telephone handsets require a battery to be installed in order to ring. If your handset supports a battery, make sure there is a battery installed and that the battery is not depleted.

6.6 Cannot hear the Skype™ call in telephone handset

Cannot hear the Skype™ call in telephone handset
Check to make sure that Skype is configured to use the Pluscom Audio device as it's Audio In and Audio Out Sound Device.
This is done as following:
Select Options from the Skype™ Tools Menu as shown below.

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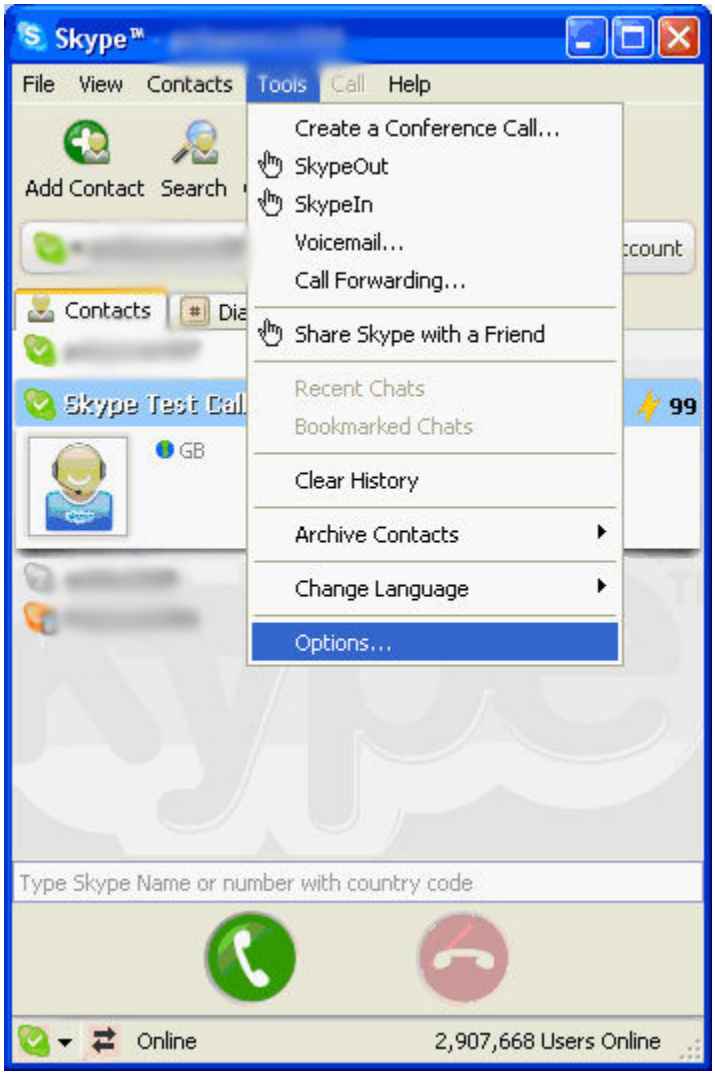

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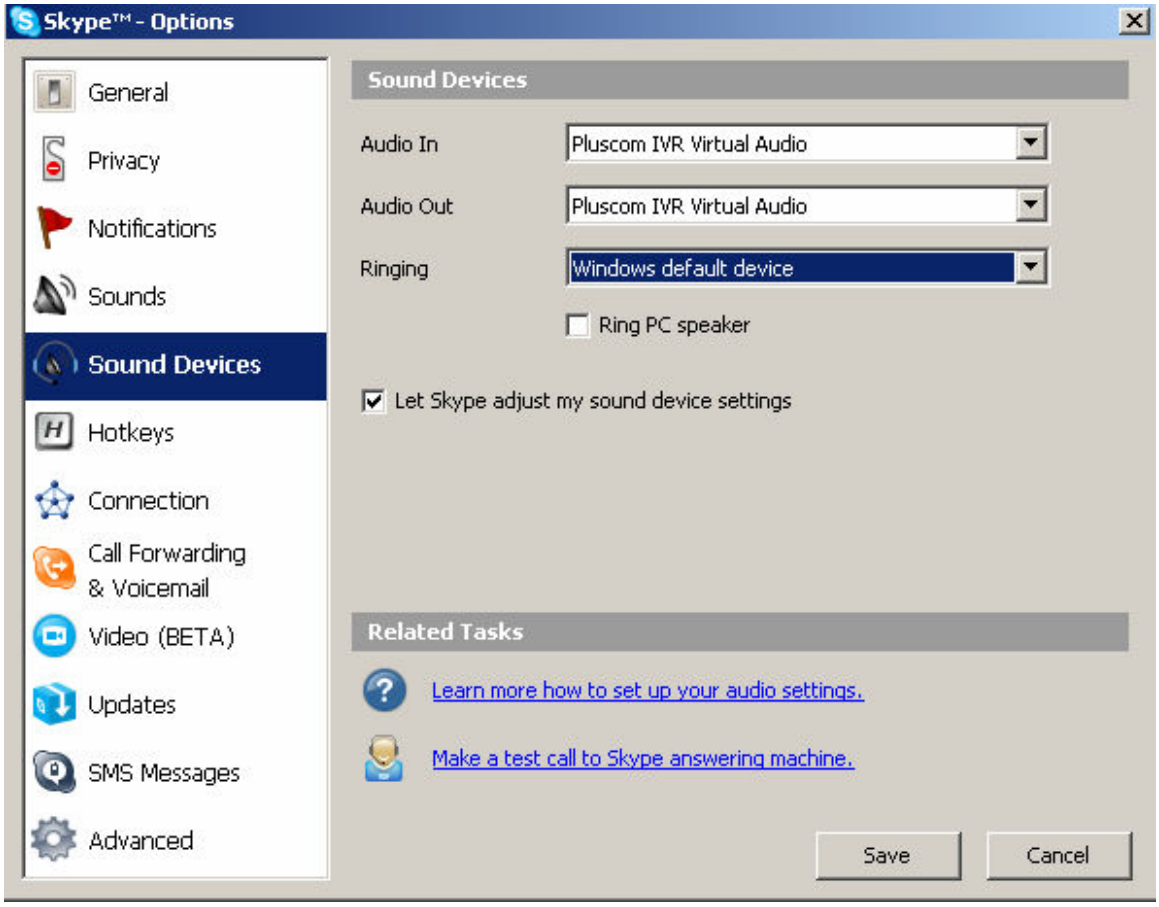
Now select Sound Devices as shown below.



Check the Audio In and Audio Out list boxes and make sure Pluscom Virtual Audio device is selected.

6.7 Call Forwarding is not working properly

• Make sure that a telephone cable is plugged into the Skype VoIP Gateway jack and to the wall phone plug
• Make sure call forwarding is configured properly in the Pluscom Agent -> Configure -> Call forwarding tab
• Try to dial the telephone number as you have entered in the Pluscom Call

Forwarding dialog box
• If you are on a PBX, make sure you have entered enough commas after the 9 (for example) to make sure that Pluscom waits for the dial tone before dialing the telephone number
• Make sure your computer is not going into suspend (sleep) mode. This will prevent forwarding from working

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6.8 Toll bypass is not working properly

• Make sure that a telephone cable is plugged into the Skype VoIP Gateway line jack and to the wall phone plug
• Make sure toll bypass is configured properly in the Pluscom Agent -> Configure -> Call Forwarding tab
• Make sure Skype version 1.3.xx or higher is used on both sides
• Make sure your computer is not going into suspend (sleep) mode. This will prevent toll bypass from working

Skype Username does not display on telephone handset
• Make sure that your telephone has support for Caller ID name + number display
• Note that some phones display numbers only and some phones display the name ONLY if the name is stored in the telephone's address book. In this case store the Skype username and speed dial number in the address book in order for the Skype username to display.

Audio device "recognize" mistakenly
When Bluetooth driver is installed on the same system that Pluscom software is installed on, the Bluetooth virtual audio device, known as "BTAUDIO" will overwrite Pluscom virtual audio device.
The reason for this is that Bluetooth virtual audio device "recognize" mistakenly Pluscom virtual audio device as part of Bluetooth virtual audio system and therefore change the name of it in several location.
It is important to understand that although the name of Pluscom virtual audio device is changed to "BTAUDIO" it is still the virtual audio device that is part of Pluscom Software and the Pluscom Software stack will work fine (i.e. voice streams will be directed ok from/to the telephone handset).
The Virtual Audio device override is happening regardless of the order of installation:
• Pluscom Software installed first than Bluetooth driver installed – the problem occurs immediately after Bluetooth device installation.
• Bluetooth driver installed first, than Pluscom Software installed – the problem occurs after booting the system.

Bluetooth virtual audio device renames Pluscom virtual audio device in few locations of the operating system:
It renames Pluscom virtual audio device in sound and audio devices properties and it renames Pluscom virtual audio device in Skype sound devices.
You can see that in the device manager Pluscom virtual audio device exists.
In order to address this issue, Bluetooth SW vendor need to change the behavior of their device installation.

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Error message appeared saying to upgrade to a later version.

When using Skype 2.0. Error message appeared saying to upgrade to a later version.
To resolve this issue is to update the driver to 1.16.03 or later one.

Cannot work with PSTN
Skype VoIP Gateway only supports the analog signal not digital one form telecom or PBX.
Please make sure the line you connected to is analog signal.

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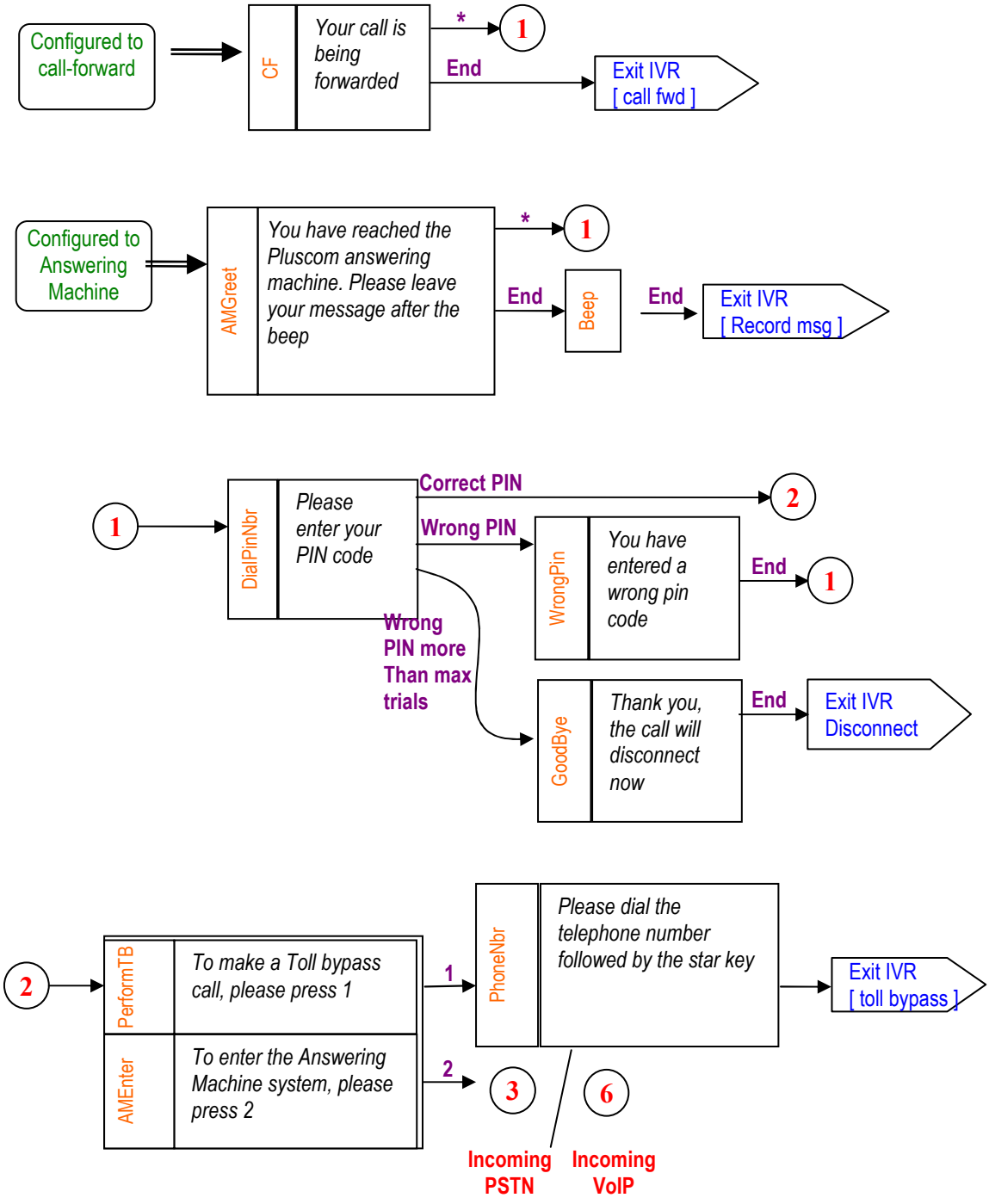
Appendix-A

IVR Flow Chart



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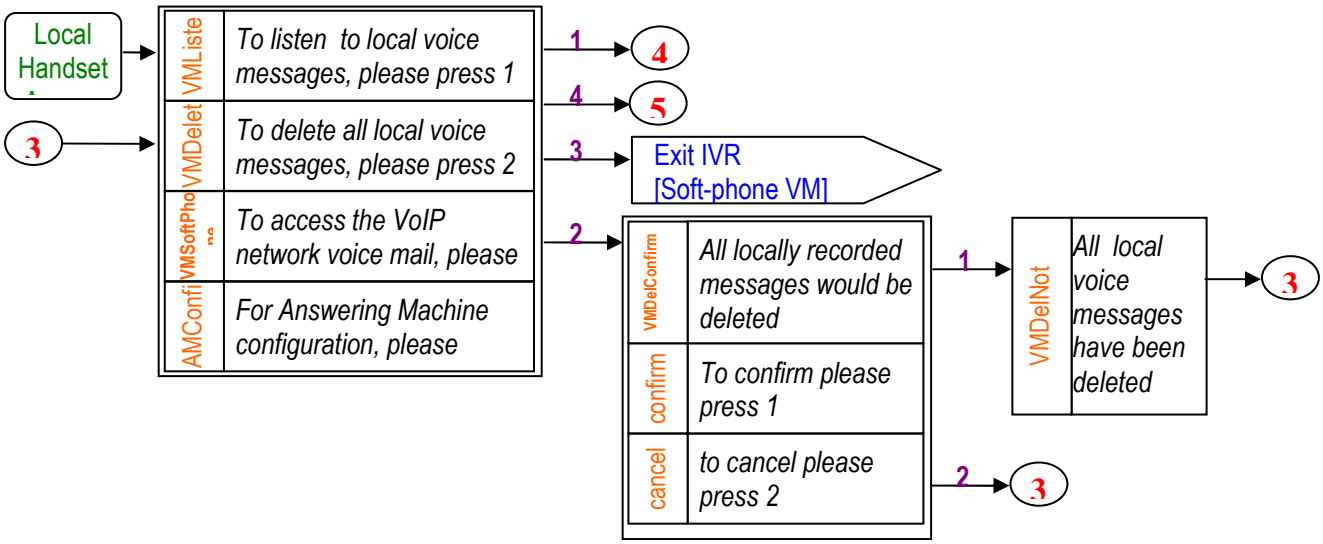

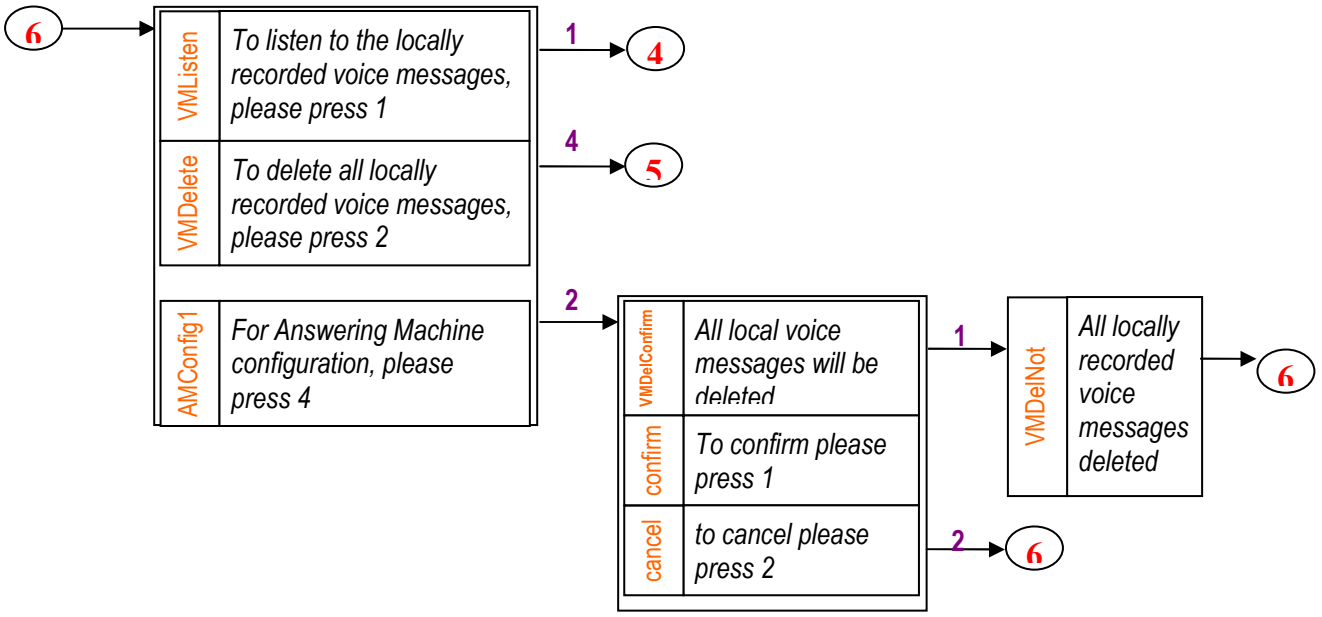

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